

## Important Information Concerning Your Move

Download [It's Your Move](#) PDF booklet to determine your maximum entitlement.

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For your current DITY status, <https://mcsd.ala.usmc.mil/> go to Enterprise System and click (TMS) DITY

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### HOW TO ARRANGE FOR SHIPMENT OF HOUSEHOLD GOODS

The Traffic Management Office (TMO) is open from 0730 – 1630 Monday through Friday, excluding holidays. We are located in building 298 next to the station library. Appointments are given for “all shipments”. To arrange for an appointment, **call 252-466-2345 or 466-3968**

You have just received your PCS orders to a new duty station or you have received your separation or retirement orders and a million questions race through your mind. Do I take the kids out of school? What is the new area like? Where will I live? Relocation can be an overwhelming task. A big key to a successful move is prior planning. One of the many obstacles of relocating is the shipment of household goods. During the summer months obtaining scarce carrier resources for moving dates which meets your needs, normally requires about 30 days advance coordination. You should begin making plans for your move as soon as you receive your PCS orders. **Please do not give notice to landlords prior to arranging your move dates with TMO MCAS Cherry Point;** sometimes we cannot accommodate your requested move date.

When you receive your PCS orders (message orders are acceptable, but must be endorsed with appropriation included), plan to attend one of the counseling classes. During this class, you will select your pack and pickup dates. **You must bring four copies of your orders** (PCS, Separation or Retirement, this includes all endorsements, modifications, messages, etc.) **with you to the class.** If your spouse is making the arrangements for your move, they must bring in a valid Power of Attorney (POA).

While filling out the initial paperwork, we ask that you estimate 1500 lbs per room (not including kitchen or bathrooms), be sure to include garage and any storage areas. If you live in the barracks do not include the furniture that is not yours, we only need to know what will be included in your shipment. The regulations and the local moving companies require any shipment under 5,000 lbs can be packed and

picked up in one day, shipments 5,000 to 10,000 lbs will take one day to pack and one day to pickup, anything 10,000 or more will require two days to pack and one day to pickup. It has been a problem in the past that military members underestimate the weight of their household goods...in order to get a "one day move", this causes problems and will require more time. If this happens then another military member's move may suffer. It is less stressful for everyone concerned and can provide a better all around move if your estimate is accurate, it is easier to finish a move earlier than find resources/crews to "squeeze in another day".

Your orders determine your household goods shipping entitlement. You should check the weight limit guide contained in the Introduction Section of the [It's Your Move](#) booklet to determine your maximum entitlement.

Shipments in excess of your maximum entitlement are at your expense. Quite often, excess costs can be extremely expensive. Excess costs can be caused by excessive weight or distance. If you are on separation orders and your home of record or place of entry into active duty is (for example) Dallas, TX and you want to ship to Boston, MA...you could have excess costs. For members on separation orders, all excess charges will have to be paid in full, by certified check or money order made payable to U. S. Treasury prior to the property leaving this area. If you are on PCS or retirement orders you can request a "Paying Officer review" which means you receive a letter from TVCB Albany, GA (for Marines) or DFAS for other services, stating you owe the Government excess costs.

Many times excess charges are due to attempted pack/pickup or delivery of your property. If, during a pack out, you or your designated agent are not at the residence...the movers do not have to wait, they can leave and charge you an "attempt" fee. If you must change your move date/delivery date, it is a requirement of this office to change moving/delivery dates in person, you will be required to fill out a form. The military member, spouse or a designated person over the age of 18 must be present at all times during the move. Do not leave pack crews in your residence unsupervised, they are required to leave and your move will have to be rescheduled...and you may be charged an attempt fee.

Some excess charges are due to the military member/spouse not being ready to move or the house is dirty or has an insect infestation. If the packers arrive at the residence and the house is dirty or there is an insect infestation...the member will be charged for an attempt and the move will have to be rescheduled.

If there are any changes to your move, you must contact the TMO at least 24 hours in advance of your move. If you cannot contact this office by phone, it is your responsibility to come into the office and make changes. Most pack crews are dispatched the day before the actual move and leave the moving company yard by 0730. If the crew is enroute to the member's residence, the member may be charged an attempt fee.

### **It's Your Move! Be involved and Pro-Active!**

#### Types of moves

A government arranged move using contract carriers. If you arrange for a government move, ensure you have the carriers name and phone number at least 5 working days before the move. TMO will provide you with your DD Form 1299.

A Do-It-Yourself (DITY) Move. DITY move must have prior approval from TMO. Disbursing requires 10 days advance notice if you would like to have an advance operating allowance deposited into your bank account.

Reimbursed for personally procured transportation up to what the government would have paid using a contract carrier. You must have written approval from TMO prior to procuring your own move otherwise there will be no reimbursement.

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## HOW TO COORDINATE DELIVERY OF INBOUND SHIPMENTS

Upon arrival at MCAS Cherry Point call 252-466-4455/3883 to determine the status of your inbound shipment and provide the inbound section a phone number where you can be reached when your shipment arrives. Our interactive voice response system will indicate if your shipment is currently in storage.

### WHAT IF MY SHIPMENT HASN'T ARRIVED?

If your shipment has not yet arrived, please check the paperwork you received at origin to ensure your shipment was consigned to MCAS Cherry Point. If your shipment was consigned to MCAS Cherry Point, check the Required Delivery Date (RDD). If the RDD has past, contact our Inbound section and request they trace the shipment. (Note: The RDD is the date the carrier should have your shipment at destination without incurring a penalty.) You may come into the Inbound section and request a Pager be provided to you so you can be notified immediately when your shipment arrives, you must meet certain criteria to receive a TMO pager. **If you cannot reach this office by phone please come into the office and check the status of your shipment(s).**

The distance of your shipment determines how long TMO has to reach you before your shipment goes into storage.

From Overseas.....4 hours before placing shipment into storage

Over 500 miles.....2 hours before placing shipment into storage

500 or less miles....1 hour before placing shipment into storage

<http://www.sd.fisc.navy.mil/hhg/ShipCall.cfm>

### HOW LONG CAN MY SHIPMENT STAY IN TEMPORARY STORAGE?

In most cases temporary Storage is authorized for 90 days in connection with your move unless you are shipping from a storage location. Temporary Storage is approved in 90-day increments; the destination TMO may approve additional storage on a case-by-case basis. You must request additional storage **prior** to the expiration of your storage entitlement by calling 252-466-4455/3883. If your shipment is coming out of permanent storage (NTS) then temporary storage is not authorized except for unique circumstances.

**Reminder: Temporary storage is expensive. If you do not get a storage extension, your household goods can be converted to your expense. Once this happens ALL GOVERNMENT liability stops.**

### INSTRUCTION FOR DELIVERY DAY

You may designate an agent (at least 18 years old) to accept property on your behalf. A written authorization of a delivery agent must be provided to the inbound section prior to the delivery date.

You or your designated receiving agent must be available at the delivery address between the hours of 0800 to 1800 on the delivery date. You may call the carrier to get an approximate delivery time the afternoon prior to the delivery date, but any estimated time does not eliminate your requirement to be at the delivery address during the times indicated above.

If your or your designated receiving agent is not at the delivery location on the delivery date, you will be subject to an attempted delivery fee. This fee can exceed \$1,000. You may cancel your delivery no later than 24 hours prior to the delivery date without incurring excess costs. If unforeseen circumstances occur which preclude you from canceling 24 hours prior to the delivery date, immediately contact the TMO at 252-466-2345. Attempt fees must be paid by certified check or money order made to U.S. Treasury prior to arranging for another delivery date. Active duty or retirees can ask that these charges be billed to them.

The movers are responsible for the delivery of your shipment, one time placement of furnishings, unpacking of desired items, reassembly of those items movers disassembled at origin, deservicing appliances, and removal of debris. Please inform the movers of any specific requirements you desire to be performed. We recommend the mover's unpack all high value items to validate their condition for liability purposes. **If you waive unpacking, you are responsible for disposal of packing material; the moving company is not required to return for boxes/debris. The delivery crew is not required to connect washer/dryer into outlets or hook-up refrigerator icemakers.**

Note: any items lost or damaged on the inventory as the delivery is in progress. Once the delivery is completed, you should identify all items lost or damaged on the front side of the (pink) DD Form 1840. If additional space is required, write the information on a blank piece of paper with a heading "DD Form 1840 Continuation Sheet." Ensure the Mover signs each page. **Do not use the backside of the DD Form 1840 until after the carrier leaves.** The reverse side of the DD Form 1840 (the DD Form 1840R) is used to identify items lost or damaged discovered after the shipment has been delivered. If the delivery movers do damage to your house or property, you should immediately bring it to the mover's attention and notify the Quality Control section at (252-466-4457 or 3892. **Block 14C of the DD Form 1840 should be annotated with an estimate of what the damages are.....this is for Quality Control scoring purposes only and has no bearing on the amount of your claim.**

Ensure you read all documents and the delivery is completed to your satisfaction prior to signing any documents. **Do not refuse to sign the documents, if you were dissatisfied, then annotate on the documents or call QC.** Several of these documents are used to support carrier payment. Ensure services were performed prior to signing paperwork. Report incidents of fraud after delivery is complete to the Quality Control section at. 466-4457

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## WHAT TO DO IF THERE IS LOSS or DAMAGE

### CLAIMS PROCEDURES

[https://lnweb1.manpower.usmc.mil/manpower/mi/mra\\_ofct.nsf/mrp/claims+packet](https://lnweb1.manpower.usmc.mil/manpower/mi/mra_ofct.nsf/mrp/claims+packet)

The following information is provided in the event loss/damage occur during your move. The inventory is your proof of tender, that you gave specific items to the movers. An accurate inventory is important in validating the items were shipped. You should ensure model and serial numbers of high value items and appliances are listed on the inventory and check the inventory condition symbols to ensure that they accurately reflect the condition of your property. You can list exceptions to carrier symbols in the exception block of the inventory. If you disagree with condition codes the mover places on your inventory do not argue with the movers, annotate the bottom of the inventory "I take exception to item #" and state what the condition is.

### DOCUMENTING LOSS AND DAMAGE

**During Delivery.** Note all items lost or damaged on your copy of the inventory as the delivery is in progress. Once the delivery is completed, record the items marked on the inventory onto the front side of the DD Form 1840. If additional space is required, mark block 14a of the DD Form 1840 and use

additional DD Form 1840's or write the information on a blank piece of paper with a heading "DD Form 1840 continuation sheet" until all damage discovered at the time of delivery is noted. Do not allow the movers to leave without them signing each page. The **backside of the DD Form 1840** is used to identify lost or damaged items **after** the movers leave. Any loss/damage discovered after the movers leave may be open for dispute by the movers.

### **CARRIER NOTIFICATION OF LOSS AND DAMAGE**

You must complete the DD Form 1840/1840R and present the form to the TMO within **70 days** from the date of delivery. **FAILURE TO SUBMIT THIS DOCUMENTATION WITHIN THE REQUIRED TIME CAN RESULT IN THE LOSS OF CARRIER LIABILITY AND MAY DECREASE YOUR CLAIM SETTLEMENT.**

Note: If you chose to increase valuation or full replacement coverage was purchased; you must file your claim directly with the carrier. If you have private insurance coverage on all or part of the damage, you must file your claim with the insurance company first.

When you turn your completed DD 1840 into TMO at that time you will receive a claims package. Your claim must be filed within two years of the delivery date. Regulations dictate if a claim is received after the two-year time limit, the claim will be denied. Once your claims package is complete, you must turn it into the appropriate adjudication office.

For **USMC claims**, you may make an appointment with the claims examiner to review your claim for accuracy. This can be accomplished by calling 466-2345.

**Army** claims contact FT Irwin at (619) 380-3273

**Navy** claims contact Navy Legal San Diego at (619) 556-7269

**Coast Guard** claims in Washington DC at (202) 267-2245

**Air Force** claims contact Los Angeles AFB at (310) 363-2660

### **FORMS THAT MUST BE RETAINED BY THE MARINE TO BE SUBMITTED WITH CLAIM**

DD Form 1299 - Application for Shipment/Storage

DD Form 788 - POV Shipping Document (POV only)

SF 1203 - Government Bill of Lading (GBL)

Orders (PCS, retirement or separation) authorizing shipment

Carrier prepared inventory

Written repair estimates/replacement costs as follows:

Items valued more than \$100.00

Items valued at less than \$100.00 (electronic item)

High value items require proof of purchase.

Antiques require appraisals (which are not reimbursable)

### **INCONVENIENCE CLAIMS**

This type of claim must be filed solely against the Carrier for reasonable expenses caused by the late arrival of your shipment. If your shipment goes into storage, the Carrier may not honor your claim.

### **PRIVATELY OWNED VEHICLE (POV) CLAIMS**

All damages to a POV transported at government expense must be listed on DD Form 788. The maximum payment for loss and damage, including property in vehicle is \$20,000. If the vehicle has a current policy that covered damages, you must first file with your insurance company. Your deductible may be reimbursable if the adjudicated amount of the claim is greater than the deductible.

### **DO IT YOURSELF MOVE (DITY MOVE)**

If the military member elects a DITY move, you incur a greater responsibility for loss or damage than if you had a professional mover do the job. A DITY claim may only be considered under circumstances totally beyond the military members control such as a storm, flood or other natural disaster or theft. Anything indicating your actions contributed, in whole or in part, to your loss cannot be considered in your favor when you file a DITY loss/damage claim.

### **BOAT CLAIMS**

Damage must be listed on DD Form 1840/1840R, maximum payment is \$15,000.

### **MOBILE HOME CLAIMS**

Claims for damage to mobile homes and contents in the shipment are payable unless the damage was caused by structural or mechanical defects. The full costs or repairs to the mobile home may be reimbursable, the contents are

### **COVERAGE**

#### **Full Replacement Coverage**

### **SHIPMENT OF BOATS**

You may ship a boat as household goods (including but not limited to, canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies or sculls of any size).

**Less than 14 feet with no trailer** - may be shipped with your household goods.

**14 feet or more and any boat with trailer** - must be shipped separately which normally results in significant excess cost to you.

Shipment of houseboats or sailboats used as your principal residence is in lieu of shipment of your household goods. You will be required to provide a written statement at the time of the counseling session, certifying the boat is your principle residence.

Boats shipped to Okinawa are subject to a commodity tax based on the market value of the boat. Boat licenses costs approximately \$300. Boat registration fee is approximately \$80 per year. Special crating, at your expense, is approximately \$3 per cubic foot.

When a boat is shipped separately from household goods, significant excess costs normally occur to the member and can often exceed the value of the boat. Your counselor will prepare an estimated excess cost computation upon request, to determine possible excess costs to you. You are responsible for all excess costs associated with boat storage. This includes all accessorial charges and special handling in/out charges that may occur. **Water storage is not authorized.**

If the boat is over 14 feet or with trailer, the Non Temporary Storage (NTS) contractor is not required to accept the boat.

**You are responsible for preparing the boat for shipment**

**Contact the TMO for additional information**

**SHIPMENT OR STORAGE OF PRIVATELY-OWNED VEHICLES (POV)**

The entitlement for transportation of one POV for you or your family members personal use, may be authorized when you are ordered on an accompanied tour on PCS orders to, from, or between stations outside CONUS, unless the country restricts shipment. When shipment is authorized, but the country restricts import of vehicles, the POV may be stored at government expense.

When ordered to make a PCS move within CONUS and you are unable to drive the POV because of a medical condition or there is insufficient time from receipt of orders to reporting date, if approved by HQMC (LFT-4), you may be authorized to ship your POV. This may be extended to retirement/separation orders.

**AIR SHIPMENT OF POV IS NOT AUTHORIZED**

**SIZE LIMITATIONS** - The maximum size vehicle that you can ship at government expense is 20 measurement ton. If you desire to ship a POV which exceeds 20 measurement tons, you are required to sign an agreement to pay the excess costs.

**LEASED VEHICLES** - The transportation of a privately leased vehicle at Government expense to your overseas location is authorized. A copy of the leasing company's written authorization must be provided to the Vehicle processing Center (VPC) at time of turn-in, if written authorization is not provided the vehicle will not be shipped. The following applies to leased vehicles.

Vehicle is on a long-term lease of 12 months or more.

**You must** obtain the leasing companies written authorization for shipment and acknowledge that returning the POV prior to your next PCS is a private matter between you and the company. You are responsible for all requirements stated in the lease (this will be annotated on the paperwork).

There are time limits when shipping your POV to your overseas location....

Shipment of a POV is not authorized if you have less than one year remaining on current overseas tour.

Shipment upon separation from the service - up to 180 days from date of separation.

Shipment upon retirement - up to one year from date of retirement.

**FOREIGN POV (FPOV)** - The transportation of a FPOV at government expense must meet specific regulations set forth in the [Joint Federal Traffic Regulation \(JFTR\)](#) the TMO can provide specific information. If you are entitled to ship a POV at government expense, you are authorized to ship one FPOV, not otherwise eligible for shipment, on a space available basis aboard a Military Sealift Command (MSC) controlled vessels. Shipment of a FPOV under this arrangement does not extend to personnel who ship an eligible POV at government expense incident to the same PCS orders. Personnel electing to ship a FPOV on a space available basis must bear the cost of origin and destination port handling charges, 25% of the applicable MSC ocean tariff, and trans-shipment charges if direct ocean shipment is not available. If transshipment is required these same costs are incurred. SHIPMENT OF A REPLACEMENT FPOV is authorized when determined by the overseas commander that the original vehicle shipped or purchased overseas was lost or destroyed.

**AUTHORIZED PORTS** - If you wish to ship from an alternate port you are liable for any excess cost. The nearest port to Marine Corps Air Station Cherry Point is the Po. **Prior to delivering your POV to the Vehicle Processing Center (VPC) at the Port of you must go thru counseling at TMO.**

**POV STORAGE** - If entitled to store your POV, you will have to personally procure storage and claim reimbursement. To claim for reimbursement you will complete a DD Form 1351-2 and forward it with appropriate supporting documentation to the Commanding General Code (470), Marine Corps Logistics Base, 814 Radford Blvd, Albany, GA 31704-5000. Charges for all storage services in connection with storage of one (1) POV may be included in one claim for reimbursement. Storage charges may be reimbursed on a quarterly basis. Supporting documents required to support storage by commercial carrier include:

Letter from TMO authorizing POV storage

Copy of PCS orders with all endorsements.

Original Storage Contract.

Original monthly paid receipts.

Copy of POV registration.

Copy of the Power of Attorney or written authorization when a person other than the active duty member submits a claim.

### **DO IT YOURSELF (DITY) MOVE**

The DITY program is an alternate means of moving your personal property. An up front operating allowance/incentive of 95% of what it would have cost the government to move your property will be paid to you for a DITY move. The final settlement is based on the actual weight of your household goods moved. Your actual costs are deducted from the 95% and the remainder is your financial profit, less applicable Federal and State taxes.

**Incentive payment estimates provided at the time of counseling are estimates only!**

**All DITY moves must have TMO approval before you do the move.** Failing to comply with the provisions of the program limits reimbursement to actual expenses incurred not to exceed the cost the government would have paid to move your property. If you have items normally considered accompanied

baggage a DITY move is not authorized. Consideration is given to the size and shape of the articles being shipped as well as the total weight estimated being shipped.

Under the DITY program you will obtain the necessary equipment, materials and vehicle to safely transport the property. You must obtain certified weight tickets, showing the empty and full weight of the truck/trailer. You must also obtain receipts for expenses. **These expenses are for the DITY move only and do not include meals or motel receipts.**

Actual moving costs that exceed the Government costs are at your expense. If you receive an advance operating allowance that exceeds the Government costs, action will be taken to recoup the excess amount. The most important step in avoiding excess charges of your advance operating allowance is to **accurately estimate the weight** to be moved. If a final settlement claim is not made within 45 days after the start of the move, TVCB Albany GA will begin action to recoup any advanced operating allowance from your pay.

Authorized expenses include payment for rental vehicles/trailers, packing materials, moving equipment (hand trucks or appliance dollies), blanket wraps, gasoline and oil expenses; itemized expenses that may be directly related to the DITY move such as tolls, weight tickets, etc. These costs are deducted from the incentive payment to determine the financial profit for taxable purposes. **Tow dollies for towing POV's are at member's expense and will not be reimbursed.**

Because DITY move participants are responsible for arranging the entire move, claims for loss and/or damage will generally not be paid except in those cases where an act transpires that is beyond your control (vehicle accident, fire, or theft, or an "act of God"...flood, earthquake, etc.) and it is determined that you are free of negligence.

**FRAUDULENT SHIPMENTS** - Shipment of unauthorized items, fraudulent weight tickets or fraudulent expenses to unauthorized destinations are illegal. Any evidence of improper actions will be immediately reported to the appropriate service investigation office. If you make a fraudulent shipment, you are subject to forfeiture of your entitlement and all costs will be at personal expense, in addition criminal charges may be filed.

Temporary storage is authorized for DITY moves only when circumstances occur that prevent immediate delivery to a residence. Using a government storage contractor is expensive and usually results in excess costs to the member. Reimbursement for commercial storage is based on the actual expenses incurred not to exceed government costs. **Temporary storage is not authorized in connection with a local DITY move.**

#### **PRIVATELY OWNED FIREARMS (POF)**

Privately owned firearms may be shipped within CONUS. Ammunition may not be shipped in any circumstances. The firearms must be listed on the mover's inventories and have the make, model, caliber and serial number listed on the inventories.

**Shipment Overseas** - The Personal Property Consignment Guide provides specific instructions for shipment of weapons overseas. **Contact TMO for more information.**

**NOTE:** Japanese Government has placed increased emphasis on the importation of privately owned firearms. Personnel importing but failing to comply with Japanese law will be fined, jailed or both.

#### **WHAT TO DO WHEN THERE'S A PROBLEM WITH YOUR MOVE**

If a problem arises during your move, you should immediately contact the Quality Control Section (QC) at 466-4457

All Carriers and their local Agents are subject to a Quality Control program. Much of the feedback provided from you is used to determine those carriers who participate in future moves. Your valid feedback is necessary and greatly appreciated. TMO QC needs concerns/feedback in writing for satisfactory performance as well as for unsatisfactory performance.

### **WHAT SHOULD I DO BEFORE THE MOVERS ARRIVE?**

**Organize and Plan** - Read the [It's Your Move](#) booklet. You should go through your house and dispose/sell/give away unwanted items to ensure you do not exceed your maximum weight limit.

Prior to move day, the local Agent who is packing will contact you for a pre-move survey. Shipments within CONUS estimated 3200 lbs. or more should have a physical premove survey (Overseas estimated at 4700 lbs.) If you are not contacted three working days prior to your pack date, call TMO 252-466-2345

A list of unauthorized items can be found on Page 9 of the [It's Your Move](#) booklet. These items must not be shipped. Scuba tanks must be certified as purged. Effective 01Jul00 propane tanks and MREs may not be shipped under any circumstances.

Items must be clean and free of soil and insect/rodent infestation. If the movers feel your residence is not ready for packing, they can refuse to move you. This results in a delay of your move and you can be charged for an attempted pickup. It is your responsibility to ensure your personal property is ready to be moved.

We recommend you do not ship valuable jewelry or other small pilferable items. Most people put these items in a room and ask the movers to leave this area off limits, but it has been known to get packed anyway. The safest place to ensure these items and important documents (passports, tickets, cash, military documents) are not packed is to place these items in the trunk of your vehicle during the packing dates. **Remember....reimbursement for expensive and easily pilferable items may be disallowed totally or in part if you decide to ship them without added insurance or if you cannot substantiate ownership, proof of value or prove that they were shipped.**

**Collections or items that cannot be replaced....they may not be worth a lot of money, but some things are priceless to you. How would you replace your grandmother's hand held mirror, the knick-knacks from 15 duty stations or the plaque from personnel in your former command? The intent is not to scare you, most moves go extremely well...we suggest to protect yourself you should consider these suggestions before you move....**

Prepare a list of small pilferable items. Complete a detailed list of items, do not just annotate a 35mm camera...list it as it is....a Canon AE1 program with 55mm lens. Do this for all your small items or high value items. Many people videotape their belongings to show proof of ownership or take pictures of your property prior to the move.... This will also show the condition of the property prior to packing. You should have a list of all your music CDs, videos, etc.

Photo Albums with great sentimental value, even though the purchase price of the pictures and albums can be repaid if they are lost, the sentimental value of such a loss cannot. Think how badly you would feel if you lost those baby pictures of your children or your wedding pictures. If you cannot carry the albums with you, then carry negatives or send them home with a relative or friend who visits before your move.

Once items are on the truck, it can cost you money to get them off. Putting items in a room or closet could mean that particular room or closet doesn't get packed out....the trunk or your car or at a friend's house has usually worked best.

You must disconnect your washer and dryer, the refrigerator must be defrosted, all appliances must be disconnected, and items in hard to reach places must be taken down. This is not the responsibility of the packers/movers; they are not required to move items from attics or crawl spaces. Packers can pack stereo equipment in original cartons if you have them and these cartons are serviceable. If you have any items requiring special disassembly, ensure you identify them during the TMO counseling and during pre-move survey. **All outdoor play equipment, TV antennas, storage sheds, dog runs and other such items must be disassembled by the military member....this is not a requirement of the movers.**

**Professional Books Papers and Equipment** - If you are declaring professional gear, it must be annotated on the application for shipment (DD1299). Pro gear does not count against your weight entitlement provided it is declared on your application and identified on the inventory. Pro gear includes reference materials, books, special clothing (such as flight gear or specialized medical uniforms), it includes plaques and memorabilia. It does not include your basic uniform issue or your spouse's professional books, papers and equipment. You should stage pro gear together so it can be packed and marked as such, it must be annotated as "pro" gear or books, papers and equipment. Claiming professional items after the move is usually not approved and could result in your shipment exceeding the weight allowance.

### WHAT SHOULD I DO ON MOVING DAY?

The movers can arrive anytime between 8:00 a.m. and 6:00 p.m. You can call the local agent the day before the move to get an approximate show time, they are only obligated to advise you either morning or afternoon...but it is your responsibility to be at your residence or place of pack out between 8:00 a.m. and 6p.m.

It makes the day go smoother if you have your children and pets stay at a friend's house during the packing and loading of your shipment.

When the movers arrive ask who the Crew Leader is. Take him/her around the house and show them what needs to be packed. While doing this, point out any items of concern. Show them which bathroom the pack crew may use and where to put their belongings if needed.

You may have a different crews show up on pack and pickup dates, so again show the Crew Leader the bathroom they may use and where they can put their belongings if needed.

Your job is to supervise the move... the movers will pack everything. You should not impede their progress. If you are organized it will make it easier to unpack at destination. If you and the movers disagree on something, call TMO Quality Control. The movers are required to comply with the provisions of the contract, sometimes that means you are asking for something not in the contract or a service that is not required of the movers.

**The inventory is your most important document.** It is your proof of tender to the carrier...that you had an item that the movers packed and moved. Ensure the model and serial numbers of high value items and all electrical equipment is listed on the inventory. **If it's not on the inventory, you didn't ship it.** Pay close attention to the exception symbols used by the carrier to describe the condition of your household goods. If you cannot resolve inventory exception symbols used by the carrier, contact TMO Quality Control (466-4457) for assistance. If you disagree with the inventory, there is a space for exceptions on the bottom of each page. Annotate the inventory number with the name of the item and that you disagree with the condition of the item... **DO NOT GET INTO AN ARGUMENT WITH THE MOVERS, IT DOESN'T SOLVE ANYTHING....call TMO Quality Control.**

Do not pack your moving documents (DD1299, inventory, GBL) you will need these when you arrive at destination, you must call the destination TMO when you arrive and let them know you are in the area, give them your contact information so you can be notified when your shipment arrives. Take these and your

other important documents (school records, medical records, bank records, etc) with you along with your original orders.

Prior to the driver leaving, ask when he plans on getting to destination and if the Carrier has an 800 number for "in-transit visibility". His response will only be an estimate as something could come up and re-route him. You should communicate with the Carrier's Operations Center (at the 800#) if you are attempting a direct delivery. The RDD is the date the carrier should have your shipment at destination without incurring a penalty, it can get to destination sooner and unfortunately....it could arrive late. Quite often the driver arrives before the RDD and the shipment is placed into storage.

You will be required to sign several forms on behalf of the government. These forms are used to verify packing material used, and any "special requirements" needed for the movement of your shipment. **Please** do not sign these forms until you have read and agree with these material counts and services.

Temporary Storage (SIT) is authorized at destination for 90 days in connection with your move **unless you are shipping from a Government storage location (NTS) or performing a local move.** The destination TMO may approve additional storage on a case-by- case basis. You must request additional storage prior to the expiration of your storage entitlement. If your shipment is coming out of permanent storage (NTS) the temporary storage entitlement is not authorized except for extremely unique circumstances.

## ENTITLEMENT SCENARIOS

PCS CONUS to CONUS

PCS CONUS to OCONUS, except OKI, Concurrent Dependent Travel

PCS to Okinawa Accompanied

PCS Overseas Unaccompanied/all Others Tour

Local Moves

Retirement/Involuntary Separation

Separation

PCS with TEMINS Enroute (including DI/Recruiter School)

Shipment from a previous Duty Station or Home of Record

## PCS CONUS TO CONUS

ENTITLEMENT - Shipment of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances.

From:

- The current duty station.
- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour, designated place or Home of Record (HOR).
- Non Temporary Storage (NTS)
- Other locations subject to excess costs.

To:

- The new duty station.

- Other location subject to excess costs.

#### SHIPMENT METHODS.

-Government arranged move using contract carriers.

-Do It Yourself (DITY) incentive move coordinated through TMO.

-Reimbursed for personally procured transportation up to what the government would have paid using a contract carrier. Additional costs are at member's expense. (Anticipate tremendous excess costs)

ADDITIONAL SHIPMENTS - Authorized subject to excess costs as compared to shipment in one lot.

TEMPORARY STORAGE - In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions. No temporary storage is authorized in connection with local moves.

PERMANENT STORAGE (NTS) - A separate NTS shipment is not authorized. The TMO can authorize NTS in lieu of shipment if it is cost effective. A cost comparison will be done by the counselor and a copy maintained in the member's file.

POV SHIPMENT - Not authorized in connection with a CONUS to CONUS move unless meeting eligibility criteria. Contact TMO for assistance.

### **PCS CONUS TO OCONUS (EXCEPT OKINAWA)**

#### **CONCURRENT DEPENDENT TRAVEL**

ENTITLEMENT - Shipment of authorized items subject to the weight limits established by rank in the table of weight allowances.

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour, designated place or Home of Record (HOR).

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To:

- Unaccompanied baggage to the new duty station subject to a weight limit based on the number of dependents.

- Shipment of household goods to the new duty station subject to any applicable administrative weight restriction.

- NTS of all or part of the household goods with no further shipment until receipt of new PCS orders. (Note: NTS may be converted to storage in transit (SIT) within 180 days and transported.

- Designated location in CONUS where the dependents will reside when member elects an all others tour. If shipment is made to a designated location and a separate shipment of household goods is transported to the overseas location, the member is liable for all costs in excess of what it would have cost to ship the entire lot of household goods to the overseas location.

- Other locations subject to excess costs.

WEIGHT LIMIT - The combined weight of the above shipments cannot exceed the weight limits establish in the table of allowances.

ADDITIONAL SHIPMENTS - Authorized subject to excess costs as compared to shipment in one lot.

TEMPORARY STORAGE - In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions.

NTS - Authorized. See above.

POV SHIPMENT - May be authorized depending on destination.

### **PCS TO OKINAWA - ACCOMPANIED TOUR**

ENTITLEMENT- Shipment to Okinawa of authorized items subject to an administrative weight restriction (2,000 lbs or 25 percent of maximum PCS weight allowance) plus additional items identified in the area clearance.

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour, designated place or Home of Record (HOR).

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To:

- Unaccompanied baggage to the new duty station subject to a weigh limit based on the number of dependents.

- Shipment of household goods to the new duty station subject to the administrative weight restriction listed above.

- NTS of all or the remainder of household goods with no further shipment until receipt of new PCS orders. (Note: - A designated location in CONUS if used for the dependents not traveling with the member.)

POV SHIPMENT. Not authorized due to current import restrictions.

- Other locations subject to excess costs.

**WEIGHT LIMIT** - The combined weight of the above shipments cannot exceed the weight limits establish in the table of allowances.

**ADDITIONAL SHIPMENTS** - Authorized subject to excess costs as compared to shipment in one lot.

**TEMPORARY STORAGE** - In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions.

**NTS** - Authorized. See above.

### **PCS OVERSEAS UNACCOMPANIED/ALL OTHERS TOUR**

**ENTITLEMENT** - Shipment of authorized items

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour, designated place or Home of Record.

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To: The overseas duty station subject to the limits below.

<b>Grade</b>	<b>Allowance to overseas PDS</b>
E-4's (with 2 years service or less) and members serving in a lower grade	500 lbs net weight
E-4's (over 2 years of service) and members serving in a higher grade	10 percent of the member's PCS weight allowance

- NTS of all or the remainder of the HHG with no further shipment until receipt of new PCS orders. - A designated location in CONUS if used for the dependents not traveling with the member.

- Other locations subject to excess costs.

**WEIGHT LIMIT** - The combined weight of the above shipments cannot exceed the weight limits establish in the table of allowances.

**ADDITIONAL SHIPMENTS** - Authorized subject to excess costs as compared to shipment in one lot.

**TEMPORARY STORAGE** - In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions.

**NTS** - Authorized. See above.

POV SHIPMENT - Not authorized.

### **LOCAL MOVES**

ASSIGNMENT TO GOVERNMENT QUARTERS - When directed to occupy government quarters, shipment of authorized items of household goods in one lot is permitted at government expense. The table of weight allowances does not apply.

From: The local economy quarters.

To: The assigned government quarters.

Permanent storage may be authorized if quarters cannot accommodate all furnishings. Withdrawal from permanent storage is at member's expense unless receipt of PCS orders.

TERMINATION OF GOVERNMENT QUARTERS - When directed to vacate government quarters, shipment of authorized items of household goods in one lot is permitted at government expense.

From: The assigned government quarters.

To: A residence in the local economy.

Permanent Storage - Overflow storage converts to member's expense.

Subsequent Shipments are authorized in connection with PCS, Retirement or Separation.

PERMANENT CHANGE OF ASSIGNMENT (PCA) - No entitlement unless provided by the CMC (MMOS).

### **MISCELLANEOUS INFORMATION**

- a. Temporary Storage is not authorized in connection with a local move.
- b. Shipments from outside the metropolitan area are authorized subject to excess costs unless a letter of commute is provided.
- c. Additional shipments are authorized subject to excess costs as compared to shipment in one lot.
- d. POV shipments are not authorized.

### **RETIREMENT/INVOLUNTARY SEPARATION**

ENTITLEMENT - Shipment of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances.

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour.

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To:

- A Home of Selection (HOS) anywhere within the United States.

- Other locations subject to excess costs including customs and import duties/taxes.

**TIME LIMIT** - The entitlement for shipment of household goods to a home of selection begins on the date orders are issued and terminates one year from the date of involuntary separation/retirement. Request for extensions are submitted to Traffic Management Office, Attn: Personal Property, Supply MCAS Code SUH PSC 8018, Cherry Point, NC 28533-0018.

**ADDITIONAL SHIPMENTS** - Authorized subject to excess costs as compared to shipment in one lot.

**NTS** - Storage of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances from the date orders are issued until one year from the termination of active duty. NTS cannot be extended at Government expense beyond one year from the date of separation/retirement unless the Marine was undergoing hospitalization on date of termination or within the one-year period from the date of separation/retirement and was unable to move at the direction of a doctor.

**TEMPORARY STORAGE** - In connection with shipment, authorized up to 90 days. The transportation office when unusual circumstances exist may grant additional extensions. No temporary storage is authorized in connection with local moves. Temporary storage in connection with shipment from NTS is not authorized except when all of the following occurs:

- Conditions beyond the Marine's control.

- Conditions arise after shipment has been released from NTS.

- Authorized or approved by the TMO.

**POV SHIPMENT** - Not authorized in connection with a CONUS to CONUS move unless meeting eligibility criteria.

**REQUIRED TO VACATE GOVERNMENT QUARTERS BEFORE SELECTING A HOME.** Authorized a move to the local economy and then further shipment to the HOS.

## **SEPARATION**

**ENTITLEMENT** - Shipment of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances.

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour.

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To:

- Home of record (HOR).

- Place called to active duty.

- Other locations subject to excess costs including customs and import duties/taxes.

TIME LIMIT - The entitlement for shipment of household goods to a HOR begins on the date orders are issued and terminates 180 days from the date of separation. Request for extensions are submitted to Traffic Management Office, Attn: Personal Property Officer, Supply MCAS Code SUH PSC 8018 , CHERRY POINT NC 28533-0018.

ADDITIONAL SHIPMENTS - Authorized subject to excess costs as compared to shipment in one lot.

NTS - Storage of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances from the date orders are issued until 180 days from the termination of active duty. NTS cannot be extended at Government expense beyond 180 days.

TEMPORARY STORAGE. In connection with shipment, authorized up to 90 days. The transportation office when unusual circumstances exist may grant additional extensions. No temporary storage is authorized in connection with local moves. Temporary storage in connection with shipment from NTS is not authorized.

POV SHIPMENT - Not authorized in connection with a CONUS to CONUS move unless meeting eligibility criteria. Contact TMO for assistance.

REQUIRED TO VACATE GOVERNMENT QUARTERS BEFORE SELECTING A HOME - Authorized a move to the local economy and then further shipment to the HOR.

COLLECTION OF EXCESS COSTS - Estimated excess costs will be collected prior to shipment for all personnel who will no longer be in a pay status.

#### **PCS WITH TEMINS ENROUTE (INCLUDING DI/RECRUITER SCHOOL)**

ENTITLEMENT - Storage of authorized items subject to the weight limits established by rank in the table of weight allowance until completion of the school. If upon graduation of the school, PCS orders are issued, shipment can be made of authorized items in one lot subject to the weight limits established by rank in the table of weight allowances. (See Note.)

From:

- The current duty station.

- A previous duty station, designated location in CONUS where dependents resided while member served a dependent restricted/all others tour, designated place or Home of Record (HOR).

- Non-Temporary Storage (NTS).

- Other locations subject to excess costs.

To:

- The new duty station.

- Other location subject to excess costs.

ADDITIONAL SHIPMENTS - Authorized subject to excess costs as compared to shipment in one lot.

TEMPORARY STORAGE - In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions. No temporary storage is authorized in connection with local moves. Temporary storage in connection with shipment from NTS is not authorized except when all of the following occurs:

- Conditions beyond the Marine's control.

- Conditions arise after shipment has been released from NTS.

- Authorized or approved by the TMO.

NTS. Authorized as stated above.

POV SHIPMENT - Not authorized in connection with a CONUS to CONUS move unless meeting eligibility criteria. Contact TMO for assistance.

Note: If permanent change of assignment orders are issued, shipment outside the Camp Pendleton area of responsibility results in excess costs to the Service Member.

### **SHIPMENT FROM A PREVIOUS DUTY STATION (PDS) OR HOME OF RECORD (HOR)**

1. In connection with PCS orders, shipment may be made from the old duty station or any previous duty station/HOR. The following applies:

- Limited to the unused balance of the authorized weight allowance in effect for the prior orders.
- Total weight of all shipments made on the current orders cannot exceed the current authorized weight entitlement.
- Shipment of household goods never brought into the service from a HOR is not authorized in connection with separation.
- Household goods shipped must have been acquired **prior** to the effective date of the orders used from that PDS/HOR.

## SHIPMENT METHODS.

-Government arranged move using contract carriers.

-Do It Yourself (DITY) incentive move coordinated through TMO.

-Reimbursed for personally procured transportation up to what the government would have paid using a contract carrier. Additional costs are at member's expense. (Anticipate tremendous excess costs)

TEMPORARY STORAGE In connection with shipment, authorized up to 90 days. The transportation officer when unusual circumstances exist may grant additional extensions. No temporary storage is authorized in connection with local moves.

NON-TEMPORARY STORAGE (NTS). A separate NTS shipment is not authorized. The TMO can authorize NTS in lieu of shipment if it is cost effective. A cost comparison will be done by the counselor and a copy maintained in the member's file.

POV SHIPMENT. Not authorized in connection with a CONUS to CONUS move unless meeting eligibility criteria. Contact TMO for assistance.