

## **Frequently Asked Questions**

### **Outbound Personal Property**

What are the Hours of Operation?

Customer Service hours are 0830 hrs to 1400 hrs Monday through Thursday except for Federal Holidays, closed on Fridays. The Office is open on Training Holidays.

I plan on staying in the local area for a while after I get out of the Military. How long do I have to use my orders?

On Expiration, Term of Service (ETS) orders you have Six (6) Months from the date of ETS to utilize your move to your Home of Record or Place of Entry on Active duty or an equal distance. If you have Retirement Orders, you are authorized One (1) year from date of retirement to utilize your move to your Home of Selection within the United States, including Alaska and Hawaii.

I have recently retired and will not be ready to move within the one year time frame. Can this time be extended?

IAW JFTR paragraph U5012 paragraph I, Travel and Transportation allowance extensions may be authorized based on a written request submitted to the Transportation Office that includes justifying the extension. Please submit request within 45 days of extension. Travel and Transportation allowances may be extended in 1 year increments not to exceed 6 years from the date of retirement.

How long does it take to get my household goods picked up?

During the non-peak shipping season (September - April), usually 5 working days is enough notice to have household goods and unaccompanied baggage picked up. During the peak shipping season (May - August), it's possible that all carriers are booked as much as 3 weeks in advance. Therefore, it is imperative that you contact the ITO immediately upon receipt of orders. The ITO will make every effort to accommodate the dates you desire. However, we must rely on the moving Industry to provide the service.

Am I required to be home on the day my goods are packed and loaded?

Yes, you or your representative designated in writing must be home when the TSP arrives to pack and remove your belongings between the hours of 8:00 a.m. – 5:00 p.m. The person left in charge cannot be under the age of 18, they must be 18 years or older.

I have Temporary Change of Station (TCS) orders and will be deploying soon. Can I move my family back to my home while I am deployed?

Movement of Household goods and dependents are authorized on PCS orders only. Full PCS entitlements do not apply for TCS orders.

I am on TCS orders and will be deploying soon. Can I put my household goods in storage?

Special Storage of HHG in connection with TCS orders is **ONLY** authorized for:

1. Single soldiers (both Regular Active Duty and RC)
2. Soldiers married to another service member when both are deployed
3. Soldier married to another service member residing at different permanent duty stations.
4. Soldiers who are single parents with a childcare plan that requires the dependent to leave the residence.

Please submit a request for approval 45 days prior to departure.

I have recently married and would like to ship my spouse's personal property. Am I authorized shipment of my spouse's property at government expense?

In order to be authorized shipment of personal property at Government Expense, property must be your property, acquired by you prior to the effective date of your orders. If you get married prior to the effective date, your orders will need to be amended to allow for a shipment from a designated location. Property acquired after your report date cannot be shipped at Government expense until you receive a new PCS order.

I recently shipped my household goods and have been deleted from the assignment. How do I get my property back?

Based on your revocation orders, property can be reshipped back to your previous duty station. If your property was placed in Non-Temporary Storage, you have 90 days from

date of revocation to have your property removed from storage. Contact the Transportation Office for assistance.

\

What is the Defense Personal Property System (DPS)?

DPS is a centralized integrated system that is a one-stop source for managing Personal Property moves.

How does DPS benefit me?

Through DPS initiative you will receive the following benefits:

- Ability to self-counsel and submit your application online instead of traveling to a Transportation Office.
- Ability to track your shipment through DPS or Interactive Voice Response (IVR).
- Option to file a claim online and settle directly with your moving company.
- Receive Full Replacement Value (FRV) of lost or damaged goods, as opposed to depreciated value offered in the past.
- Opportunity to make sure only quality, reputable companies moving your household goods by completing the Customer Satisfaction Survey (CSS).

How do I access DPS?

Go to [www.move.mil](http://www.move.mil) and click on the DPS Registration link. Once registered, click on the DPS Login link, this will take you to ETA to enter your DPS login and password.

When should I make arrangements?

To increase your chances of having your personal property moved on the date you want, log in to DPS to start the process upon receipt of your orders.

How much weight can I ship?

For Military Members, the Joint Federal Transportation Regulation (JFTR) Volume 1, Chapter 5 prescribes the maximum Permanent Change of Station (PCS) weight allowances you can ship at Government expense based on the member's rank and dependency status. For DOD Civilians, the maximum weight allowance is 18,000 pounds in accordance with (IAW) the Joint Transportation Regulation (JTR) Volume 2, Chapter 5.

Can I ship a motorcycle with my household goods?

Yes, however some countries do not allow the importation of motorcycles. Contact the ITO for details based on Host-Country requirements to which being assigned to, or you may consult the Personal Property Consignment Instruction Guide (PPCIG).

How long does the TSP have to settle a claim?

On loss and damage claims, the TSP must pay, deny, or make an offer within 60 days of receipt of a completed claim through DPS