

2016 PEAK MOVING SEASON PREPARATIONS

Date Signed: 4/26/2016

MARADMINS Active Number: 222/16

R 262125Z APR 16

MARADMIN 222/16

MSGID/GENADMIN/CMC L LP WASHINGTON DC//

SUBJ/2016 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 or store their household goods (HHG), unaccompanied baggage (UB), and/or privately owned vehicles (POVs) during the 2016 peak moving season (1 May through 31 August 2016).

2. Situation.

2.a. Household goods (HHG). DoD is 25 percent of the national HHG market. Last summer, over 160,000 government arranged shipments were processed during that four month period. It is anticipated that improving national economic conditions in 2016 will increase private industry competition for Transportation Service Providers (TSPs, also known as the moving companies) servicing DoD uniformed service members and civilian employees this summer. As soon as orders are issued, Marines and Civilian Marines (Marines) preparing to perform a permanent change of station (PCS) move during the peak moving season are highly encouraged to proceed to their local Personal Property Office (PPO) located within the Distribution Management Office (DMO) at Marine Corps installations and in Installation Transportation Offices at most other DoD installations.

The earlier Marines plan their move, the more likely it is that they will receive their requested move dates and complete a successful move.

2.b. Privately Owned Vehicle (POV) shipment and storage. The Personal Property Consignment Instruction Guide-Online (PPCIG-Online) located within the Defense Personal Property System (DPS) shall be consulted to ensure OCONUS shipment or storage instructions are reviewed to prevent unnecessary confusion. Questions regarding eligibility for shipment/storage of POVs should first be forwarded to the local PPO. When necessary, the PPO will forward any questions or concerns they cannot address to the POCs on this MARADMIN. When the PPCIG-Online indicates POV shipment is authorized, there is no entitlement to store the POV unless it has been modified to the point where the host nation will not allow entry. 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.

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 workshops and information published to websites such as WWW.MOVE.MIL and the Logistics Distribution Policy Branch at [http://www.iandl.marines.mil/divisions/logisticsplanspoliciesstrategic%20mobility\(LP\)/logisticsdistributionpolicybranch/lpdlibrary/resourcesforpcs.aspx](http://www.iandl.marines.mil/divisions/logisticsplanspoliciesstrategic%20mobility(LP)/logisticsdistributionpolicybranch/lpdlibrary/resourcesforpcs.aspx). Marines must stay informed and be proactive advocates for their move.

4. The Defense Personal Property System (DPS). DPS must be used to conduct all moves. In coordination with

WWW.MOVE.MIL, DPS is the DoD one-stop resource for managing 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 counseling, setting up the move, tracking, inspecting and managing shipments, claims filing and to complete 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." For further assistance, contact the local PPO or the 24/7 DPS Help Desk toll free at 1-800-462-2176, commercial 618-589-9445 or by email at [usarmy.scott.sddc.mbx.g6-src-dps-hd\(at\)mail.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd(at)mail.mil). Some Marine Corps PPOs have computer kiosks or classrooms available to Marines requiring assistance with setting up an account, conducting self-counseling or for other issues related to the move.

5. Self-counseling:

5.a. After establishing a DPS account, Marines must self-counsel in 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/storage, mobile homes, firearms, claims processing and other useful moving tips and tools. The information available on WWW.MOVE.MIL will assist Marines in understanding the self-counseling process in DPS. It is important that Marines complete self-counseling in its entirety 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 counseling, but Marines are ultimately accountable for excess costs above their entitlements and allowances. PCS weight allowances range from 350 pounds for service academy cadets/midshipmen, and up to 18,000 pounds for colonels and above. Marines must know what the government will do and will not do based on their entitlements and allowances.

5.b. First-time movers, separatees, retirees, and other special category personnel are required to be counseled at their local PPO in addition to completing DPS self-counseling. This extra counseling is in the best interest of these Marines because of the unique entitlements and allowances associated with their orders.

5.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.

6. Planning considerations and tools:

6.a. 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. It is recommended that Marines save the blank form to a hard drive, fill it out properly and then print it for the local PPO counselor to review to ensure the total weight, minus professional books, papers and equipment (PBP and E, also known as Pro Gear) and authorized medical equipment. Note that the weight estimator still calculates Pro Gear at 40 pounds per cubic foot, not the new authorized weight of seven pounds per cubic foot. Marines are reminded that the weight of all shipments, including HHG that are in storage, are calculated as part of the maximum authorized weight allowance.

6.b. Professional Books, Papers and Equipment (PBP and E/Pro Gear) is limited to 2,000 pounds net weight and no longer includes personal computers and accompanying equipment and awards presented for significant contributions while performing duties. Because the weight and categories of Pro Gear for shipment/storage have changed, Marines should read paragraph j, page K1-9 of the "It is Your Move" pamphlet located on WWW.MOVE.MIL. Under "Useful Tools" click on "Moving Resources" then click on "It is Your Move Pamphlets" under "Quick Links" then click

on "It is Your Move (military)" then scroll down to paragraph j, page k1-9.

6.c. 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 schedule their moves well in advance to ensure they get their requested pack and pickup dates.

6.d. Pickup dates should be planned to allow for at least two days between the requested and actual pickup dates to vacate housing, commence travel, and perform other PCS-related events. 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. Alternate pickup dates may be required, so Marines must be ready to provide them in the event their requested pickup dates are not available.

6.e. As a reminder, 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, so Marines should ensure they obtain confirmation of pack and pickup dates before making any final travel arrangements. If circumstances require a change to the agreed upon pack and pickup dates, there is a substantial risk that new requested dates may not be available. This situation could result in a significant delay in performing the move.

7. Marines must stay in contact with the TSP/Moving Company. DPS provides point of contact telephone numbers for each TSP local agent at origin and destination supporting each move. The TSP 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 (HHG, 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. If Marines have questions about service or encounter problems at delivery locations, immediately call the local PPO tasked with providing oversight of HHGs in the area. This information is available in DPS and should be provided from the PPO at origin.

8. Marines should consider performing a Personally Procured Move (PPM), formerly known as a DITY Move. 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.

8.a. 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. If the Marine is only using a single POV with or without an authorized privately owned trailer, an advance operating allowance is not authorized.

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

8.c. PPM settlement claims may be turned in to the nearest Marine Corps PPO, mailed to the Marine Corps Logistics Command's Transportation Voucher Certification Branch (TVCB), or scanned and emailed to mailbox logcom.tvcbclaims(at)usmc.mil. The preferred process is to have PPM claims reviewed and submitted by a Marine Corps PPO. The PPO provides PPM Marines an extra quality check on the accuracy of their claim and electronic filing to TVCB. Instructions on how to file a PPM claim can also be found at

<http://www.logcom.Marines.mil/capabilities/ditymoves.aspx>. Certified and legible empty and full weight tickets must be obtained from the origin installation weight scales or within 50 miles of the origin. These weight tickets are required to obtain the 95 percent incentive payment, otherwise the PPM claim could be returned and not settled. Improper, illegible and missing documentation are the primary causes of reimbursement delays.

9. Claims.

9.a. 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 and complete the DoD Notification of Loss or Damage After Delivery, Form 1851 within 75 days from the delivery date. If the Marine has 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 with a read receipt, fax with a confirmation receipt, or sent by certified mail.

9.b. Claims must be completed and filed in DPS within nine months of the delivery date to receive full replacement value (FRV) for those items missing, damaged or destroyed. A separate claim must be filed for each shipment (HHG, Non-temporary Storage and Unaccompanied Baggage, when applicable). When submitting a claim with photographs, ensure the resolution/size of the photos does not exceed 640 x 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 information 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, Marine Corps sponsored Marines should contact the Marine Corps Claims Office at (703) 784-9533 for additional guidance.

10. 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 for authorized out of pocket expenses. Contact the local PPO for additional details.

11. After the HHG are delivered, a DPS generated email will 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 the Marine check-in process. Marines must make their voices heard it makes a difference.

12. Marines are encouraged to consult with their PPO for additional counseling assistance when necessary and to provide constructive feedback that can be relayed through this headquarters to the Commander, United States Transportation Command (USTRANSCOM). USTRANSCOM is the owner of the Defense Personal Property Program and strives for continuous improvement to the program.

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

14. Release authorized by MajGen V. A. Coglianese, Assistant Deputy Commandant, Installations and Logistics (LP).//