

Transfer Season 2011 Household Goods (HHG) Shipping Information and Mandatory Customer Satisfaction Survey

Overview

Introduction

This document is a reformatted version of [ALCOAST 144/11](#). Commands are to ensure all members departing PCS receive a printed copy of the ALCOAST, and that all arriving members complete the Customer Satisfaction Survey.

The COMDT (CG-1222) points of contact for ALCOAST 144/11 are:

- [CWO Jeffery James](#) at 202-475-5393 or
 - [Mr. Tony Pearson](#) at 202-475-5368
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Tips for a “Smooth Move”

**Schedule
Counseling and
Request Dates
Now**

Transfer season is upon us and whether you are performing a long distance PCS transfer or a funded local move counseling is essential and should be scheduled as soon as possible to fully understand your HHG shipping and storage entitlements. The earlier you submit your request for a HHG move, the more likely you are to obtain your requested packing, pick-up, and delivery dates. Please remember requested dates are not guaranteed. Do not plan to cancel or enter into a rental agreement, lease, or buy or sell a home until you have verified with your Transportation Officer (TO) and the Transportation Service Provider (TSP) that your requested HHG packing, pick-up, and delivery dates are confirmed.

**“It’s Your
Move”**

The pamphlet "It’s Your Move" contains guidance about shipping HHG. This pamphlet and other useful HHG information is available at www.fincen.uscg.mil/hhg.htm. Additional HHG transportation information can also be found at the Army Surface Deployment and Distribution Command (SDDC) web site www.sddc.army.mil/pp/default.aspx.

**Use of Defense
Personal
Property
System (DPS) is
required**

With the exception of initial and final movements, most HHG shipments require the use of the Defense Personal Property System (DPS). DPS allows members and spouses to self counsel, request HHG packing, pick-up, and delivery dates and file any necessary damage claims directly with the TSP. To register to use DPS go to www.move.mil. After you register it will take up to 72 hours to receive a DPS user name and password to schedule your move. DPS is not available underway. If members assigned afloat cannot schedule their HHG movements while inport they may see their legal assistance office to grant another person a special power of attorney with limited authority to schedule their HHG movements.

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Tips for a “Smooth Move”, Continued

Timing

The time period between 15 June and 15 July is the peak of the HHG moving season. If at all possible, members should avoid moving their HHG during this period. HHG moves scheduled during this time frame confirmed by both the TO and the TSP are routinely canceled on short or no notice due to lack of TSP personnel or equipment to actually perform the move. These cancelations often put members in an untenable situation with other activities scheduled around their HHG movement.

- *Because of these unexpected cancellations, it is highly recommended members avoid requesting their HHG shipment between 15 June and 15 July.*
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Wight Limits

Exceeding HHG weight limits is the number one reason members pay excess costs for HHG shipments. To avoid paying excess costs members must be aware of their authorized PCS weight allowances IAW JFTR U5310.b.2. To help estimate HHG weights, a weight estimating tool is available at www.move.mil. In addition, the TSP will estimate the weight of HHG during the pre move survey. After your HHG have been picked up, contact the origin transportation officer to get your actual certified HHG weight. If your HHG weight exceeds your authorized weight allowance, request a witnessed reweigh and ask the origin transportation office for advice. Members are encouraged to dispose of unwanted items and must separate professional books, papers, and equipment from HHG (see below). Members will be responsible for all costs due to excess weight.

Professional books, papers, and equipment

Professional books, papers, and equipment, also known as pro gear, for members and dependent spouse, does not count towards a member’s HHG weight allowance. See JFTR U5310.c and JFTR appendix (a), for a definition of pro gear. Members are responsible to ensure pro gear is separated from HHG during packing and pick-up and that pro gear is properly identified on the TSP inventory sheet. Pro gear must be identified at origin and the estimated weight must be entered on the application for shipment and or storage, DD form 1299.

- *These requirements cannot be overstated, pro gear may not be claimed after the fact.*
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Personally Procured Moves

Mandatory counseling for Personally Procured Moves

Counseling is mandatory to perform a personally procured move (PPM) of HHG. DD form 2278 must be completed and signed by the local transportation office. The counselor will calculate incentive estimates based on your estimated HHG weight and inform members of reimbursement requirements, especially the need to obtain unloaded and loaded weight tickets for rental trucks or privately owned vehicles (POV) at the place of origin.

PPM Advances

Advanced operating allowances to pay for rental trucks, packing materials, and other misc operating expenses directly related to the PPM are authorized. However, copies of rental agreements and written estimates of packing materials and other operating expenses must be presented to the Transportation Officer. Advanced operating allowances may not exceed 60 percent of the estimated incentive payment based on the member's estimated HHG weight.

- *Advancements of incentive estimates are not authorized.*

Members should use the weight estimating tool available at www.move.mil when estimating their HHG weight. Overestimations of HHG weight have resulted in payment adjustment authorizations being issued.

- *Advances will not be authorized for members solely using their POV to conduct a PPM.*
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PPM Claims

PPM claims must include unloaded and loaded weight tickets from the place of origin.

Please plan ahead to ensure that certified scales are open and available at the time of your move.

- *Vehicle registrations are not acceptable as unloaded weight tickets.*
 - *Without unloaded and loaded weight tickets from the place of origin, members will not be paid the incentive portion for their PPM moves. Reimbursement will only be paid for actual costs that are directly related to the PPM.*
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Personally Procured Moves, Continued

PPM Claims (cont'd)

As a precaution, members are responsible for keeping copies of their weight tickets should their original claim be lost in the mail. Do not request a constructed weight authorization from COMDT (CG-1222) for claims denied by FINCEN due to missing weight tickets.

A complete PPM check list can be found at
www.fincen.uscg.mil/pdf/ppmchecklist092310.pdf.

Loading a rental truck

When loading your rental truck you should load the heaviest items first in front and on the floor. Load lightest items last on the top and to the rear. Pack all items closely and firmly. Secure partial loads as close to the front of the cargo area as possible. Never load cargo on the outside of the truck or overload the truck. Lastly be sure the cargo door is closed and latched securely.

INCONUS 2nd POV Shipment

Introduction

Members possessing more than one POV are authorized shipment of a POV within CONUS IAW JFTR, par. U5417. However, commercial travel at government expense is not authorized for the member or any dependents. It is imperative the member's orders reflect this entitlement. The government's transportation cost for the second POV will be limited to the remainder of the monetary allowance in lieu of transportation plus per diem a member or dependent would have been entitled to for non-concurrent travel by two POVs to the new PDS. The member will be responsible for any excess costs incurred.

DPS Customer Satisfaction Survey

Introduction

Another feature of DPS is the ability to grade your TSP by submitting a Customer Satisfaction Survey (CSS). The CSS process is simple and is used to document positive and negative performances that will affect the best value score (BVS) of the company that moved your HHG. CSS have a significant impact on the TSP. The CSS is used to determine fifty percent of the BVS which are used to determine whether the company that moved your HHG will receive future military HHG shipments.

Survey Process

During outbound counseling, members must provide their work email address and a reliable phone number to the counselor. The member will receive an email with information on how to access the CSS, and a computer generated password.

- *Your EMPLID number will be the CSS login ID number.*

If a dependable email address cannot be provided during outbound counseling, an email address can be provided to the destination Transportation Counselor for access to the CSS. With your log on identification and password, the CSS can be accessed through the CG Finance Center's web site www.fincen.uscg.mil/HHG.htm.

- *The CSS can only be completed after delivery of HHG.*
- *Members should take notes of anything, positive or negative, they would like to include in their CSS that occurred during packing, pick-up, or delivery.*

Your participation in the CSS helps ensure only quality moving companies are used to move military members and their families.

Damage Claims

The member must submit the claim

Damage claim submission is the responsibility of the member. Should a TSP offer to submit a claim on your behalf, respectfully refuse the TSP offer and request all documentation associated with your move. Submit your claim yourself. Completion and submission of the DD form 1840 and DD form 1840r does not constitute filing a claim. These forms are only used for proper notification of loss and damage to a shipment. A claim is separate and distinct from these forms.

Claim submission guidance

See www.move.mil and the coast guard finance centers web site www.fincen.uscg.mil/HHG.htm for guidance on claim submissions.

Full Replacement Value protection

Full Replacement Value (FRV) protection now applies to all HHG shipments. It is important however, that service members understand the term *Full Replacement Value*. This does not necessarily mean that a member would receive the full replacement cost for every item destroyed, damaged or lost. The limitations for personal property lost, damaged, or destroyed while in the care of the TSP are at least \$5,000 per shipment or \$4.00 times the net weight of the shipment, whichever is greater, up to a maximum of \$50,000. If additional coverage is necessary, it is recommended that the member purchase it from a private insurance company. Additional information on full replacement value can be found on the CG Finance Center web site www.fincen.uscg.mil/HHG.htm or at SDDC web site www.sddc.army.mil/pp/default.aspx.
