

THE STANDARD HHG MOVE

Know the steps to take, forms to fill, and resources available to you

What is a Household Goods Move?

The military will cover the cost of moving your family & household goods (HHG) from your current duty station to your next assignment. There are no out-of-pocket expenses, no heavy lifting, and very little planning. You will provide a general timeline but ultimately you will move on a date decided by your Transportation Service Provider (TSP). You also won't be able to pocket any money.



MIL MOVE
PCS WITHOUT THE STRESS

Visit MIL-MOVE.com for information and forms required for your PCS, and to help you find a local Veteran Realtor to assist with your housing needs

The Process

1) Visit your Local Transportation Office - After you receive your PCS orders, you can apply for your PPM by scheduling with your installation's TO and filling out your HHG shipment request through the Defense Personal Property System (DPS). Every service branch has a slightly different process; ensure the TO walks you through the process. You should receive, collect, or create the following forms as they apply. Once you submit your shipment information, DPS will generate the following forms:

- DD Form 1299 - Application for Shipment and/or Storage of Personal Property •
- DD Form 1797 - Personal Property Counseling Checklist •

2) Submit Paperwork to your Local Transportation Office - Before your move request can be officially processed, you must print and sign both the DD1299 and DD1797, and submit them and a copy of your orders to your local Personal Property Processing Office (PPPO). Depending on availability, your PPPO will schedule your move through a TSP in your area.

Tip #1 - When planning a move, prepare early and be flexible by **providing alternate dates** for pack and pick-up that you are willing to accept for your property. Local TSPs will often be double booked and have to reschedule.

Tip #2 - Never schedule a pick-up or delivery on the same day you vacate or gain access to your residence.

Tip #3 - Do not schedule two different shipments for pick-up or delivery on the same day. If you are not available on the scheduled dates, you will be billed for an attempted pick-up or attempted delivery.

3) Set Pack Day and Complete Pre-Move Survey - Once booking is complete, the TSP's local agent will make contact to conduct a pre-move survey to cover the specifics of your move and any high value items to declare. The pre-move survey must be done within DPS at least 5 days prior to the first packing day. Your packing day will automatically populate a few days prior to your scheduled move day. Anticipate packing to take 2-3 days to complete and prepare a "Go-Bag" with essential items in preparation.

4) Know Your Responsibilities - With an HHG Move, you may not be responsible with packing, storing, or transporting your property, but you still have several tasks in preparation for your TSP's arrival

Pros

- You won't have to do any packing or moving yourself.
- No out-of-pocket/surprise expenses

Cons

- Using a government TSP often leads to lost/ damaged items
- Items are usually stored in a warehouse prior to unloading, so anticipate longer wait times
- You move on the government's timeline
- You cannot profit on an HHG move

- Separate military professional books, papers and equipment, or PBP&E, that need to be separately packed. These will not count against your weight allowance.
- Ensure your home and furniture are clean and pest-free.
- Pre-pack/remove items from your home you do not wish movers to pack (jewelry, important docs, luggage, keys, money, etc.).
- Review the contracted mover's insurance & liability documents as well as your own homeowner's insurance to verify coverage.
- Ensure you are present for delivery & unpacking at your new home.

5) Movement and Settlement - Once you complete your move, you have 45 days to submit a claim for full payment of your MALT, DLA and Per Diem if applicable. You will also have 75 days to submit a claim through DPS for lost, stolen or damaged items. Confirm details on what you need to submit with your TO, but it could include the following:

- Any applicable documents from Step (1) above
- Pre and Post-Move Surveys
- Any other paperwork as advised by your PPO
- Claims for lost, stolen, or damaged items



Resources

JTR Chapter 5 -
PCS Allowances

Call the USTRANSCOM
Customer Support Center at
(833) MIL-MOVE (645-6683)

Visit us at www.mil-move.com for
forms, regulations, guides, and all of
your and Real Estate Needs

Find installation specific travel information at
<https://installations.militaryonesource.mil/>

Register and apply for your HHG move at
<https://dps.move.mil/cust/standard/user/home.x>