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# 2025 PEAK MOVING SEASON PREPARATIONS

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SUBJ/2025 PEAK MOVING SEASON PREPARATIONS//

REF/A/DOC/DoD 4500.9-R-PART IV PERSONAL PROPERTY A-B DATED 22 JAN 2025//

REF/B/DOC/MCO 4600.39/MARINE CORPS PERSONAL PROPERTY TRANSPORTATION PROGRAM DTD 19 AUG 2016//

REF/C/DOC/JOINT TRAVEL REGULATIONS DATED 1 APRIL 2025//

REF/D/DOC/DOD FOREIGN CLEARANCE GUIDE DATED 30 JANUARY 2024//

NARR/REF A IS THE DEFENSE TRANSPORTATION REGULATION (DTR) PART IV PERSONAL PROPERTY, SYSTEM A (LEGACY DPS) AND SYSTEM B (GLOBAL HHG CONTRACT, MILMOVE). REF B IS THE CURRENT MCO GOVERNING THE PERSONAL PROPERTY PROGRAM (CURRENTLY UNDER REVISION). REF C IS THE CURRENT MONTHLY EDITION OF THE JOINT TRAVEL REGULATIONS AND IS THE SOURCE FOR ENTITLEMENTS AND ALLOWANCES FOR UNIFORMED SERVICE MEMBERS AND THEIR DEPENDENTS, AND CIVILIAN EMPLOYEES AND THEIR FAMILY MEMBERS, OF THE DEPARTMENT OF DEFENSE. REF D PROVIDES GUIDANCE AND CLEARANCE REQUIREMENTS FOR AIRCRAFT INTERNATIONAL MISSION PLANNING AND EXECUTION.//

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GENTEXT/REMARKS/1. This MARADMIN provides Marines, civilians serving with Marines, and their families conducting a Permanent Change of Station (PCS) move from the issue date of this MARADMIN through the peak moving season (15 May through 31 August 2025) and beyond with information on how to ship and store personal property and execute government travel as effectively and efficiently as possible using the Defense Transportation System, Defense Personal Property System (DPS) or the Global Household Goods Contract's (GHC) Milmove and HomeSafe Connect. Personal property is defined as household goods (HHG), unaccompanied baggage (UB), mobile homes and privately owned vehicles (POVs). This peak moving season will be a blended or "hybrid" peak moving season while the deployment of the GHC continues throughout the Continental United States (CONUS). Many of the processes identified for DPS are very similar for the GHC MilMove system and will be annotated DPS/GHC at the beginning of the paragraph. Otherwise, note the differences as they apply to each system as DPS, DPS/GHC or GHC for paragraphs 1 through 6. Please note that civilian PCS entitlements and allowances are similar with certain exceptions for weight allowance (18k pounds), number of days authorized for Storage in Transit and personally procured moves must be listed in the orders as a move option. This MARADMIN speaks to

those processes that are commonly reflected between the two groups of movers (uniformed service members and civilian employees).

1.a. Commanders at all levels will ensure every Marine with PCS Orders is provided a copy of this MARADMIN.

1.b. The Global Household Goods Contract (GHC) was awarded to HomeSafe Alliance LLC (HomeSafe) and is replacing the legacy tender-based program under the DPS. Service members expressed concerns regarding the previous relocation program. To address these concerns, the chosen solution involves utilizing a single move manager. The GHC is a federal contract, and the requirements of a federal contract implementing a moving program are significantly different than requirements associated with the legacy program using DPS. The contract has been deployed since 1 April 2024, from local moves at selected sites to almost all installations in CONUS being activated under the GHC. To provide additional information on the GHC, please access the following link to better understand the contract, why it was created and the intended benefits of its use: <https://www.militaryonesource.mil/resources/millife-guides/ustranscom-global-household-goods-contract/>.

1.c. U.S. Transportation Command's J9 Defense Personal Property Program Management Office (USTC J9 DPMO) manages the Personal Property Program for the DoD and USTC Acquisition (TCAQ) manages the Contract. GHC uses the MilMove system to create a move request, verify requirements with service members and civilian employees, and perform government required operations to order shipment services from the Contractor, HomeSafe. HomeSafe uses their system, HomeSafeConnect, to coordinate with individual service members and civilian employees to move shipments. The GHC continues to be rolled out over the next several months and some moves will remain

in the legacy system DPS. Please note that all Outside the Continental United States (OCONUS) moves will continue to use the legacy DPS until after Peak Moving Season 2025 (around the end of August/early September) and then will begin phasing CONUS to OCONUS, OCONUS to OCONUS and OCONUS to CONUS shipments to the GHC. The responses provided in the questionnaire/shipment sort tool located on the DPS Landing Page as detailed in paragraph three (3) will determine which move system a Marine will use.

1.d. GHC does not currently support Non-temporary Storage (NTS) shipments, POV Shipments and Mobile Home shipments. These requirements will be performed using DPS and the PCSMYPOV.com website until further notice by USTC J9 DPMO. The DPS Landing Page sort tool in paragraph 3 will be updated to reflect these additional capabilities in the future. Ref (a) provides two sets of regulations supporting legacy DPS and GHC contract processes and procedures and are identified as Part IV-A DPS/ETOPS and Part IV-B MilMove (GHC).

## 2. Issues with Marine's CONUS PCS HHG Move DPS/GHC

2.a. As with any PCS move there may be issues with shipment support. Regardless of which HHG move system (legacy DPS or GHC MilMove) is used, when issues arise such as missed pack start dates, missed pickup dates, missed delivery dates, or other issues including communication with the moving company or representative assigned to the Marine's move, use the following procedures to reach out for assistance:

2.a.(1). Contact the Point of Contact (POC) at the moving company/ local agent/customer support representative assigned to the move

and request an update on the specific issue. For GHC moves, contact (904) 567-6033.

2.a.(2). Should the respective POC not resolve the concerns, and the Marine is located on a Marine Corps installation, immediately notify the Distribution Management Office, Personal Property Office, Quality Assurance Section. When not located on a Marine Corps installation, immediately notify the nearest Transportation Office, ask for the Personal Property Office, and ask for the Quality Assurance Section to report the issue. The phone numbers of the Quality Assurance Section at origin and destination are provided during counseling. When not located at a DoD installation such as on recruiting duty, Inspector-Instructor duty or other assignment, contact the Quality Assurance phone number provided during counseling or the official USMC Personal Property mailbox at [usmcpersonalproperty@usmc.mil](mailto:usmcpersonalproperty@usmc.mil) and provide the DPS Bill of Lading Number or MilMove Move Number, state the exact move issue, POC information of the company representative, Marine's POC information including phone number and any additional info related to the move, and a Personal Property Team Member will contact the Marine as quickly as possible.

2.a.(3). Marines should document all communication with TSPs or the Contractor (HomeSafe) to ensure they can refer to notes and email should there be an issue with the move.

### 3. Initial Steps to Plan and Execute the PCS Move DPS/GHC

3.a. Personal Property Shipment and Storage Requirements. Once notification is received that PCS orders are forthcoming or already in hand, Marines MUST use the following options to access the DPS Landing Page to coordinate their move as ALL SHIPMENTS must be

coordinated using the DPS Landing Page. Even if the Marine already has a DPS account, the Marine MUST use the instructions below to get to the DPS Landing Page and follow the instructions from there.

3.b. Option one: Navigate to the DPS Landing page by following this link: <https://dps.move.mil/cust/standard/user/home.xhtml>. Once on the DPS Landing Page, the Marine will accept the Security banner instructions, then scroll down to DPS LOGIN OPTIONS and see the "CUSTOMER (I need to ship personal property)" tool called the "Sort Tool". The Sort Tool is designed to sort applications between DPS and GHC. Once at the "Sort Tool" Marines must follow the instructions as a "CUSTOMER (I need to ship personal property)." Accurate responses to the questions will ensure Marines are routed to the correct system. Marines must enter correct email addresses to facilitate communications throughout the application and onboarding process. Use ONLY commercial/personal email addresses on the application(s) for communication, especially for those Marines separating or retiring. DO NOT use your @usmc.mil address.

3.c. Option 2: While the DPS link above is the best method to access the DPS Landing Page, Marines may also use the Military One Source website at [www.militaryonesource.mil/moving-pcs/moving-personal-property](http://www.militaryonesource.mil/moving-pcs/moving-personal-property) and click on LOGIN TO DPS to reach the DPS Landing Page.

3.d. For those that choose the Military One Source website, scroll down the page and explore the various links and tabs to learn how the generic move process works. Locate the supporting Personal Property Processing Office (PPPO)/Installation Transportation Office (ITO), determine the weight of household goods, receive initial personal property entitlement and allowance information,

review POV shipment and storage instructions, review instructions on claim filing, and much more.

3.e. If technical issues arise with the DPS Landing Page, contact the System Response Center for assistance at 800.462.2176 or email at [usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil](mailto:usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil).

4. Counseling requirements and system selections/considerations applies to DPS/GHC.

4.a. Marines conducting their first move, Marines separating or retiring, and Marines moving a mobile home must receive additional counseling because of varying entitlements. Visit/contact your local PPPO before submitting the shipment application to learn about your shipping requirements and entitlements.

4.b. Marines will perform self-counseling using the DPS Landing Page instructions provided in paragraph 3 for DPS shipments or will be provided separate counseling instructions by the Personal Property Office for GHC MilMove supporting the installation/the nearest installation.

4.b.(1). Marines using DPS to manage their shipment are encouraged to take notes on entitlements, allowances, and procedures during counseling. Once complete with reviewing the counseling information, upload the required documents such as PCS Orders and endorsements, and note any questions not covered by DPS Counseling. The next step is to contact or visit the nearest installation PPPO to receive targeted counseling on questions noted during DPS counseling and submit any additional documents, including documents for a Personally Procured Move (PPM) and/or to complete shipment or storage for a POV.

4.b.(2). Marines directed to use MilMove must follow the instructions to create an account and follow through with the process requirements. Personnel without a CAC, such as separatees or retirees, contact the nearest Personal Property Office or [usmcpersonalproperty@usmc.mil](mailto:usmcpersonalproperty@usmc.mil) for instructions. Personal Property Office counselors will ensure each Marine is properly counseled.

4.c. Planning the Move Dates. Marines MUST complete their counseling and submit their requested pickup date as soon as possible after receipt of their orders, but not less than 90 days before their requested pickup date when possible.

4.d. Important dates to consider. The most popular peak season pickup dates (the peak of the peak season) are immediately following the Memorial Day weekend through mid-July. HHG moves in this 45-day window are difficult to schedule because of the high demand for shipments across the Department of Defense. Therefore, the sooner an application is submitted, the sooner the requested pickup date can be considered. Also, be aware that the first two days and last two days of every month may be difficult to schedule as pickup dates because of the timing of rental and lease agreements.

4.e. Requested pickup dates are not confirmed until the Transportation Service Provider (TSP) or HomeSafe representative contacts the Marine in writing via email with the confirmed pickup date(s). This sets the 7 Day Spread for Routine Shipments (described in paragraph 4.g.). Should unexpected circumstances require a change to the pickup and or delivery dates, Marines should be aware that new pickup and/or delivery dates that meet their needs may not be available. Marines MUST contact their supporting Personal Property Office/PPSO Outbound Shipment



Section/Shipment Management Section immediately to attempt to schedule new pickup and/or delivery dates.

4.f. Marines may have multiple shipments, and a different company may be assigned to each shipment, particularly for orders OCONUS. Please note, be careful to not overlap multiple shipment pickup and delivery dates because (although unlikely) it could cause the wrong items to be packed and placed in the wrong shipment. If this occurs, a "break-in" cost will be charged to the Marine seeking to retrieve items. To avoid those costs, schedule requested pickup and delivery dates accordingly and when possible, be sure to physically separate different shipments for different locations.

4.g. The 7 Day Spread for Routine Shipments DPS/GHC.

4.g.(1). The 7 Day Spread for DPS/GHC shipments: Marines will provide a requested pickup date, which should be the last day the HHGs are ready for pickup. The preceding six (6) calendar days before the requested pickup date will be set as the 7 Day Spread period. The Marine will submit a preferred pickup date that must fall within the 7 Day Spread. When the shipment is awarded to a TSP/GHC Contractor, the TSP/GHC Contractor may select the requested pickup date, or the TSP/GHC Contractor may select any one of the other previous six (6) calendar days before the requested pickup date to pick up the shipment. The TSP/GHC Contractor must provide the confirmed pickup date in writing via email to the Marine within three (3) calendar days from the date the shipment was awarded. The Marine and TSP/GHC Contractor may negotiate the pickup date; however, the TSP must accommodate a pickup date within the spread-date window. Once established, the pickup date cannot change without the Marine's approval and notification by the Marine and the TSP/GHC Contractor of the approved date change to the

Personal Property Shipping Office (PPSO). Weekends and holidays may be part of the previous six (6) calendar days but are not normally used for routine shipment pickup dates unless the Marine wants to be picked up on a weekend/holiday and the TSP/GHC Contractor can accommodate this request. Weekend/holiday pickup dates must be approved by the Marine, the TSP/GHC Contractor, and the PPSO that awarded the shipment to the TSP/GHC Contractor. Note that there may not be Government Quality Assurance personnel available on weekends or holidays. For Marines seeking to move on a weekend or holiday, confirm Government Quality Assurance personnel support with their local Personal Property Office before the pickup date. If the Marine cannot support the pickup date selected by the TSP/GHC Contractor, the Marine must immediately contact the shipping office to explain why that date is not supportable and request a different date. For additional details on the 7 Day Spread for Routine Shipments, Marines are encouraged to contact their local Personal Property Office.

4.g.(2). Note 1. For planning purposes use 4,000 pounds of HHG weight as equal to one day of packing for DPS shipments. Therefore, 16,500 pounds of HHG weight equals up to five days of packing immediately before the confirmed pickup date, unless those days are weekends or a holiday, in which case the packing on those dates must be agreed to by the Marine, the TSP, and the PPSO that awarded the shipment to the TSP. The confirmed pickup date should drive all other dates needed to clear quarters and other requirements necessary to execute the move. In GHC, the packing days will be determined during the premove survey. Once established, the pickup date should not be changed unless it is necessary to make a change due to unforeseen circumstances beyond the control of the Marine because new pickup dates may not be available due to the high volume of moves. To estimate the weight for each shipment, use the

authorized weight estimator located at this link:  
<https://www.ustranscom.mil/dp3/weightestimator.cfm>.  
Short Fuse shipments are not eligible for the 7 Day Spread and will be processed per paragraph 4.h.

4.g.(3). Note 2. For DPS moves, information on the selected TSP is available at this website: <https://www.ustranscom.mil/dp3/tspinformation.cfm#tspdetail>. The Marine will provide the four-digit Standard Carrier Alpha Code (SCAC), which is assigned to every TSP, to enable the search feature. The SCAC will be identified on the email from the PPSO that announces which TSP was awarded the shipment. Select Sort by: "SCAC" and enter the TSP's SCAC to search for TSP ratings. Almost every TSP will have at least one Letter of Warning and/or Letter of Suspension which will be identified on the TSP Metrics page. When the Marine has questions regarding the selected TSP, contact the PPSO at the phone number/email address provided on the shipment award email to discuss.

4.g.(4). Note 3. Nontemporary Storage (NTS) shipment pickup date from the NTS facility is not affected by a 7 day spread.

4.h. Short Fuse shipments DPS/GHC. A Short Fuse shipment is a short notice PCS requirement when the Marine receives PCS Orders with limited time between the orders issuance date and the Estimated Departure Date, such as "10-day orders," and orders issued for various schools based on promotion dates, etc., that are beyond the Marine's control. In the rare cases when these short notice situations arise, it is understandable that coordinating all the elements for a PCS move can be overwhelming. Commanders at all leadership levels are encouraged to allow the Marine the necessary time to complete preparations for the move. There are several

checklist tools available for a Marine requiring immediate support. Further, all Marines should plan the move as soon as possible and complete the counseling process accordingly. In the event circumstances beyond the control of the Marine (TAD, Formal Schools, etc., and supported by documentation) prevent an early submission of the shipment application, or applications when OCONUS PCS Orders are issued, contact the local PPPO and inform them of the issues associated with the delay in submitting the required application(s). Confirmed pickup date(s) should drive all other dates needed to clear quarters and other requirements necessary to execute the move. Marines should not wait until the last minute to submit their shipment applications as shipping capacity may not be available or within DPS, lesser quality moving companies may be the only moving companies available for the shipment. When capacity is constrained, it is very important to manage the move and ensure details are clearly explained and supported by all involved.

4.j. Lithium Battery shipment and storage limitations DPS/GHC. Since 15 May 2023, the moving company has been required to properly package, label, and certify lithium-ion cells rated at 100 watt-hours or less (20 watt-hours or less for a single cell) and lithium metal batteries containing two (2) grams or less of lithium content (one (1) gram or less for single cells). Questions regarding lithium batteries can be directed to the local PPO and should be discussed in counseling sessions to ensure there are no violations of this requirement.

4.k. Professional Books, Papers, and Equipment (PBP&E), aka "Pro Gear" DPS/GHC. The maximum weight limit for Pro Gear for Marines of all ranks is 2,000 pounds. Marines may request an additional weight allowance up to 500 pounds for spouse Pro Gear required for employment or community support activities for their

spouse (civilian employee spouses are not authorized a PBP&E weight allowance). All Pro Gear requests must be submitted to the local PPPO for consideration before the move. Ensure inventory items that are Pro Gear are weighed separately (bathroom scales are acceptable) to obtain a weight on each item. Also, items designated as Pro Gear on the inventory must be marked as M-PRO for the Service member or S-PRO for the spouse of the Service member. See the Defense Transportation Regulation Part IV-A, Appendix K1 "It's Your Move" [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf) for a list of items that qualify as Pro Gear. For civilian employees, see Appendix K2 "It's Your Move" [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_2.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_2.pdf).

4.1. Additional Counseling and Contact Information DPS/GHC. The official Marine Corps Facebook Page for Personal Property is located at [www.facebook.com/usmchouseholdgoods](https://www.facebook.com/usmchouseholdgoods). The official Marine Corps Facebook Page for Passenger Travel is located at [www.facebook.com/usmcpassengertravel](https://www.facebook.com/usmcpassengertravel). LPD Public Page for PCS Move Resources related to Personal Property Shipment and Storage, Passenger Travel and other critical information is located at: <https://iandl.marines.mil/Divisions/Logistics-Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/>.

4.m. Sailors assigned to Marine Corps units should also access the Navy Household Goods and Personal Property website at <https://www.navsup.navy.mil/NAVSUP-Household-Goods/Home/> for Navy-specific entitlements, allowances and procedures.

4.n. Post Counseling and Follow-Up Actions Before the Move DPS/GHC. A Personal Property Shipping Office representative may contact the Marine to confirm a certain element or elements of a shipment prior

to awarding the shipment to a TSP/GHC Contractor. Once the shipment is awarded, a pre-move survey will also be performed by the TSP/GHC Contractor. Further, the TSP/GHC Contractor may request the use of an electronic pre-move survey, using a cell phone with camera, to conduct the survey. This method is authorized when approved by the Marine.

4.o. Personally Procured Move (PPM) DPS/GHC. BE IN CONTROL OF THE MOVE. PPMs are available in DPS and GHC MilMove and the Sort Tool will provide which system is the correct method for the move. PPMs are designed for the Marine to be their own moving company. Most Marines will request a PPM to have more freedom when making decisions regarding when the shipment will be picked up, how soon it will be transported to the destination and the delivery timeline. Using ANY moving company or services will tie the Marine to a contract that may limit their options. There are several benefits to executing a PPM, especially during peak season: (1) Marines can choose who (the Marine, a moving company, friends, family or combination), when, and how to move their HHG, (2) potentially no delays in receiving the HHG at destination, (3) Marines are in charge of caring for their own HHG, and (4) potentially more money in the Marine's pocket based on how much work they do (sweat equity) to keep their costs low. Note: PPM incentives are taxed for both Federal and State (when applicable). Additionally, operating expenses are not reimbursed dollar for dollar but are used to offset the tax liability associated with the incentive.

4.o.1. Marines can receive 100% of the Government's cost to move the same weight (up to the maximum authorized weight allowance based on rank and with or without dependents) from the authorized origin location to the authorized destination location in the PCS Orders. Marines are authorized storage up to (90) days at a commercial

storage facility not to exceed the Government's cost to store the same weight.

4.o.2. Marines executing a PPM to Hawaii, Alaska, and U.S. territories and possessions must be counseled and documents properly prepared in DPS (in use for these moves only at this time) to ensure they are advised of information particular to the destination, such as the requirement to verify the use of U.S. Flag vessels when the shipment is transiting over ocean.

4.o.3. Marines performing a routine PCS must use their Government Travel Charge Card (GTCC) for all expenses related to a PPM. As of the date of publication of this MARADMIN DoD Civilians are not restricted from using their GTCC for PCS moves. Marines must also notify their Agency Program Coordinator (APC) to adjust the credit limits and PCS Mission Critical status to accommodate the required use of the GTCC at least 10 days prior to departure to ensure the Marine has a maximum amount of time to submit and settle their PPM Claim. The GTCC cannot be used for separation travel, to include PPMs in conjunction with separation travel of separatees and retirees. For those Marines who do not possess a GTCC, an Advance Operating Allowance (AOA) "may" be authorized as an exception to policy, however Marines who are using only their POV(s) to execute a PPM are not eligible to receive an AOA.

4.o.4. Marines must also provide empty and full weight tickets and submit their completed PPM Claim via Marine Online (MOL) and/or Milmove for GHC moves. If MOL is not available, Marines may turn the completed claim in to the Marine Corps installation Personal Property Office at destination. Make a complete copy of the PPM Claim before it is turned over for settlement regardless of which method is used. Marines who receive an AOA must submit their PPM

claim for settlement within 45 days of receipt of the AOA. Review the PPM Claim settlement website at: <https://www.logcom.marines.mil/Marines/Personally-Procured-Move/> for the latest information on how to prepare and submit a PPM Claim in DPS or in GHC MilMove and the estimated processing time and payment dates for settled PPM Claims. Additional information on PPM processes and claims settlement can be accessed using the link provided in paragraph 4.1.

5. Executing the Move DPS/GHC. Pre-move preparations are fully explained at this website <https://www.militaryonesource.mil/moving-housing/moving/moving-resources/>. The residence or other pickup location must be ready for the packers to begin their work. At origin, Marines may need to contact the origin PPPO Quality Assurance Section, the TSP or the TSP's local agent responsible for packing and picking up the shipment, to resolve any issues with the TSP crewmembers, loaders or drivers. Under GHC, the Marine should have received a notification that the photos of each team member are loaded to the HomeSafe Connect application on their phone the day prior to the move. At destination, Marines may need to contact the destination PPPO Quality Assurance Section to resolve any issues with the TSP or the GHC Contractor crew. Origin PCS Counselors will annotate the contact phone numbers of both the Origin and Destination Quality Assurance Sections in the Remarks Block of the DD FORM 1299, Application for Shipment and/or Storage of Personal Property for DPS moves and with in MilMove for GHC moves. In the event the DD FORM 1299 is misplaced, Marines may use <https://installations.militaryonesource.mil/search?program-service=2/view-by=ALL> to locate Quality Assurance Section phone numbers.



5.a. Quality Assurance Inspections for all Shipments DPS/GHC. Personal Property Quality Assurance Inspectors are authorized to inspect all shipments at origin and destination, including PPM shipments, before and during packing/loading and unloading/unpacking. Also, weight scale operators on military installations can inspect shipments at the scales to ensure only authorized household goods are being weighed in accordance with ref (b), Chapter 4.

5.b. During and After the Move (Completing the Customer Satisfaction Survey in stages) DPS/GHC. Marines should complete the Customer Satisfaction Survey within seven (7) calendar days after notification that an element of the move is completed, such as Counseling, Origin Services, Destination Services and Claims. The comments and scores given to each response for the services provided contributes toward eliminating poor performers from the legacy DPS Defense Personal Property Program and ensures the best moving companies get the most shipments. This survey also tells the Government how effectively the GHC contractor, HomeSafe, performed. Regardless of which move system is used, Marines MUST make their voices heard by completing the Customer Satisfaction Survey as their move progresses to delivery and, when necessary, after claims completion.

## 6. Personal Property Claims DPS/GHC

6.a. Lost and Damage Claims. For DPS and GHC shipment claims, please visit the guide located at <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/>. For non-DPS claims, such as contracted moves called Direct Procurement Method moves, or if Marines still have questions on their DPS

claims, Marines should contact the Navy Personnel Claims Unit at (888) 897-8217, (757) 440-6315 (DSN 564) or email [NorfolkClaims@us.navy.mil](mailto:NorfolkClaims@us.navy.mil). Marines have 180 days from the delivery of each shipment to identify additional lost or damaged items using the after delivery form. Marines must also file their claim within 9 months from the delivery date. Marines are encouraged to complete their check of all delivered items as soon as possible after delivery to ensure every item that is lost or damaged is clearly identified to the delivery TSP within 180 days. The 180 days after delivery reporting time does not apply to shipments delivered using the Direct Procurement Method (DPM) and local moves in the DPS process. Such moves have 75 days from delivery date to identify loss or damage. Note that the TSP maximum liability for each HHG shipment is 75,000 dollars, but Military Claims Offices can compensate the difference between the TSP maximum and the depreciated value for the remainder of the shipment items not covered by the TSP maximum. Marines who own high dollar items and/or the overall cost to replace the entire HHGs exceeds the TSP maximum may consider private insurance or verify with their homeowner/rental property policy to determine coverage for HHGs when performing a move. A complete and accurate visual inventory of the Marine's personal property (photographic evidence) is key to submission and settlement of any lost and/or damage claim, whether filed with the TSP/GHC HomeSafe or the Military Claims office.

6.b. Inconvenience Claims DPS/GHC. When HHGs are not picked up or delivered on the agreed upon dates, Marines may qualify to file an Inconvenience Claim with the DPS TSP or the GHC Contractor. Shipments moved under the Direct Procurement Method (DPM) do not qualify for Inconvenience Claims as this time. Unaccompanied Baggage delays may not be payable under DPS when the government is responsible for the delay. However, under the GHC contract,

HomeSafe is responsible for inconvenience claims for ALL shipment types except PPMs when OCONUS shipment capabilities are deployed. Download the latest Inconvenience Claim Information Handout from the USMC (slash) USTC Handouts and Brochures link identified in paragraph 11.a. of this MARADMIN.

6.c. Real Property (Residence) Damage Claims DPS/GHC. When a TSP/GHC Contractor damages the residence in any way, Marines may be able to submit a Real Property Damage Claim to the TSP/GHC HomeSafe. There is a seven (7) calendar day limit to notify the TSP of the damage to the residence and the TSP must determine repair estimate within 15 days of notification of the damage. To meet deadlines and PCS on time, Marines must be proactive with photographs and notifications to the TSP/GHC HomeSafe regarding these damages.

## 7. OCONUS Privately Owned Vehicle (POV) Shipment and Storage

7.a. The National Defense Authorization Act of 2025 authorizes two POVs for shipment/storage for uniformed Service members. However, until the entitlement is published in the Joint Travel Regulations, ref (c), by the Per Diem, Travel, and Transportation Allowance Committee, only one POV is authorized shipment at government expense and only under certain conditions. This MARADMIN refers to the current entitlements in effect on the date of publication. Marines conducting a PCS move to, from or between OCONUS locations may be entitled to ship or store one POV at government expense. Contact the local PPPO for information regarding POV entitlements based on the OCONUS destination and prepare required documents needed to ship or store the POV. Generally, a POV that cannot be shipped OCONUS because of a country restriction is authorized storage and may be stored in government contracted facilities or stored by the Marine in self-procured POV storage. Regardless of the method, storage

must be approved in advance by the PPPO. The reimbursable monthly storage rate for self-procured POV storage is based on the monthly POV storage rate paid by the Government to the Global POV Contractor (GPC) International Auto Logistics (IAL). Prior to the issuance of this current contract on 1 October 2024, rates changed annually. The monthly storage rate for reimbursement is stable throughout the life of the current contract so contact your local Personal Property Office for the current monthly storage rate in effect from 1 October 2024 until a new contract is issued, or a renegotiated change is in effect.

7.b. Marines must use [www.pcsmypov.com](http://www.pcsmypov.com) to make an appointment for POV drop-off or pick-up at government provided storage facilities. During peak season, demand is high for appointments so make them as soon as possible once orders are received. Marines remaining OCONUS with new orders must provide them to the GPC to ensure continuation of storage at Government expense.

7.c. Marines must prove to the PPPO Counselor and the Vehicle Processing Center (VPC) that all safety recall repairs have been performed on the POV prior to turning in the POV for shipment or storage. Self-procured POV storage businesses may not require the safety recall repairs to be completed prior to placement in storage, but Marines should complete them upon notification by the manufacturer per the instructions in the notification document.

7.d. Late Arrival at Destination. Ref (c), par. 0534 provides the current reimbursement rate. As of 1 February 2025, when a POV is delayed at destination, the Marine rates reimbursement for the cost of a rental vehicle for the Marine or their dependent's use at \$30 per day (one POV only) for a maximum of \$210.

7.e. For information on how to prepare a POV for shipment or storage, review the documents Shipping Your POV, Appendix K3 and Storing Your POV, Appendix K4 of the Defense Transportation Regulation, Part IV, Personal Property, System A at [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_3.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf) and [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_4.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf).

7.f. Note that POVs will not be picked up for shipment from a commercial storage facility or any other location that is not under the control of the Global POV Contractor without the POV's owner or a person authorized by the owner with Power of Attorney (POA) onsite for the pickup. A copy of the POA, when used, must be provided as part of the shipment request. The Marine/person with a POA MUST BE PRESENT when the contractor arrives. The Marine will be charged for a missed pickup fee due to the Marine's failure or the person with a POA's failure to execute the pickup on the provided date and time. There are NO exceptions to this requirement.

8. Overseas Moves (OCONUS) Travel Preparations/Overseas Screening and HHG Shipments. Overseas Suitability Screening (OSS) and OCONUS counseling. The overseas screening process may take up to 60 days or more; therefore, Marines shall commence overseas screening immediately upon receipt of orders. In order to ensure the Marine reports to the overseas station by the required date, the importance of complete and timely screening cannot be over-emphasized. Each Marine MUST immediately initiate OSS through a Military Medical Treatment Facility for all dependents authorized to accompany the Marine to ensure suitability for OCONUS assignments. In the meantime, Marines should continue to plan to execute their HHG shipment pickup dates while this process is occurring. In the event the orders are modified or canceled, Marines MUST notify the PPSO

immediately for further instructions. Additional OCONUS counseling information is also available at <https://www.militaryonesource.mil/moving-housing/moving-moving-resources/> and the links in paragraph 4.1. of this MARADMIN.

## 9. Travel Compliance/Marines Traveling Accompanied with Dependents

9.a. Travel Compliance. Each traveler is responsible to ensure they comply with all travel requirements prior to the departure date from the airport for a commercial flight or from the Aerial Port of Embarkation for Air Mobility Command – Patriot Express (AMC-PE) flights. Marines should maintain all receipts during travel as many expenses are reimbursable. Marines should contact their supporting Installation Personnel Administration Center or Disbursing Office for more information regarding travel allowances and reimbursement processes. Civilian Marines should contact their supporting Human Resources Office for such information.

9.b. U.S. Marine Corps PCS Advocacy Council (UPAC, volunteer spouses of Marines) and DC, I&L (LPD) and MCICOM G4 DMO prepared very detailed checklists for Marines executing a PCS to Japan, Hawaii, and within CONUS that covers everything from travel and passports to scheduling moves and settling claims, plus many additional steps needed to execute a PCS with and without dependents. The checklists can be downloaded by visiting the LPD Public Page for PCS Move Resources website. Information on UPAC support is also provided on the website:  
<https://www.iandl.marines.mil/Divisions/Logistics-Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/>.

9.c. Marines should coordinate with the receiving command-designated sponsor and the Housing Office to determine availability of on-base housing. To obtain the latest status of available housing on Okinawa, Japan contact Housing at DSN 315-634-0582 or [kadenahousing.customerservice@us.af.mil](mailto:kadenahousing.customerservice@us.af.mil).

9.d. Special Issuance Passports (SIP) and Visas. SIPs and Visas may be required for Marines, civilians, and their dependents whenever they travel to OCONUS locations. Ref (d) provides the requirements necessary for entry into a particular country and can be accessed for personnel with a Common Access Card (CAC) at link: <https://www.fcg.pentagon.mil/fcg.cfm>. \*NOTE: Official Orders should also state passport requirements. When SIPs/visas are required, applications must be prepared and submitted to a DoD Passport Agent as soon as possible due to an 8-11-week application processing period. DoD Passport Agents may be located within the DMO Passenger Travel Office or other locations aboard the installation.

10. Baggage on Commercial and Government Contracted Carrier. Marines executing PCS travel on a commercial or government contracted carrier, via aircraft, ship, train, or bus, are authorized reimbursement for no more than two (2) bags, 70 pounds or less each, not to exceed 62 linear inches (sum of length plus width plus height) plus a small carry-on per reserved seat. Excess baggage is defined as all baggage more than this quantity, weight, and/or size. Excess baggage will not be authorized prior to a Marine's departure. A Marine is subject to the commercial carrier's established baggage restrictions and fee schedules and is required to pay the commercial carrier in accordance with the carrier's fee schedule. A Marine may submit for reimbursement via their PCS travel claim for baggage fee expenses when their baggage does not exceed

two checked bags, not to exceed 70 pounds, per authorized traveler. Requests for reimbursement of excess baggage may be submitted to MMIB-3 after PCS travel has been completed if the contents of the baggage was necessary at the future permanent duty station (PDS) prior to the arrival of the UB shipment and the items were not available at the future PDS. For further information, contact the local Passenger Travel Office (PTO) or see the AMC-PE Travel Page at link: <https://www.amc.af.mil/AMC-Travel-Site/>.

## 11. Transporting Pets

11.a. The key to a successful pet move is early planning and constant follow-through. Marines who are being reassigned to, from or between OCONUS locations are encouraged to immediately visit their local PTO located within the DMO to establish transportation requirements for their pets. Be aware it may take up to six months to complete all the requirements for ensuring pet(s) can be imported to an OCONUS location.

11.b. PCS orders are NOT required to submit reservations for PCS travelers and pets (dogs and cats only) on AMC-PE nor do pets have to be cited within the orders for reimbursement purposes. Because pet reservations will be apportioned on a first come/first served basis, pet transportation needs should be identified to the local PTO as soon as the Marine has a general idea of the required departure month. Reservations will be finalized when AMC schedules the flight on/about 90 days prior to the flight departure date. At that time, pet space requests will be submitted by the PTO. However, because of limited space on the AMC-PE and the flight is available to members of all Services, there is no guarantee of a pet reservation no matter how early a Marine registers a pet movement requirement. Once the Marine completes the PCS Outbound Interview



located in Marine Online (MOL), follow up with the PTO is required to finalize all pet travel arrangements.

11.b.(1). A Service member on a PCS order with an effective date of January 1, 2024, or later, as defined in ref (c), paragraph 050107, may be authorized reimbursement for the costs related to the relocation of one household pet that arises from a permanent change of station. A household pet is a cat or a dog, owned for personal companionship. A Service member is responsible for compliance with all rules for importing and exporting a pet to and from the United States to be eligible for reimbursement. Denial of entry for the pet could result in denial of reimbursement for pet transport expenses. Reimbursement for the actual cost of authorized pet related transportation expenses is limited to \$550 per CONUS PCS move and \$2,000 per OCONUS PCS move. A Service member may be authorized the reasonable and substantiated cost of mandatory microchipping, quarantine fees, boarding fees, hotel service charges, licensing fees at the new PDS, testing titer levels for entry, and pet shipping fees if the member flies rather than drives, or the pet is shipped separately from the member. For transoceanic travel, use of Government or Government procured transportation must be used if available or reimbursement for transportation costs is not authorized. In extenuating circumstances where both Patriot Express capacity and regularly scheduled commercial airline service are not available for pets, the Secretarial Process may approve pet transportation expenses that exceed \$2,000 for an OCONUS PCS, not to exceed \$4,000, for a Service member that departs a permanent duty station listed in JTR supplement AP-PQ-02 at link: [www.travel.dod.mil/Portals/119/Documents/JTR/Supplements/pet\\_allowance\\_locations.pdf](http://www.travel.dod.mil/Portals/119/Documents/JTR/Supplements/pet_allowance_locations.pdf). This authority became effective November 25, 2024. Requests for Secretarial Process for this supplement may be submitted via AA Form with supporting documentation and command

endorsement to CMC (M&RA, MPO-40) via SMB\_HQMC\_MPO@USMC.MIL for consideration.

11.b.(2). Transportation of a Pet to or from an Alternate Location or a Designated Place Effective 1 April 2025

11.b.(2).(a). Alternate Location. Transportation of a pet to an alternate location may be authorized if a member with or without dependents owns a pet and receives PCS orders to a PDS where Government quarters rules prohibit the possession of a pet, a particular breed that the Service member owns is prohibited from being transported to the new PDS, or airline policy prohibits the transportation of the pet due to breed or other factors. Transportation of the pet from the alternate location may be authorized upon the member's receipt of new PCS orders. Transportation of a pet to an alternate location may be authorized in the case of a member's death.

11.b.(2).(b) Designated Place. Transportation of a pet may be authorized to accompany dependents to a designated place when a Service member receives PCS orders to serve an unaccompanied or dependent restricted tour, or to an assignment specified as unusually arduous sea duty, or in the case of an early return of dependents at Government expense. Transportation of the pet from the designated place may be authorized upon the member's receipt of new PCS orders.

11.b.(3). The government contracted AMC-PE rotator flights offer a discounted rate (ranging from 125 dollars to 375 dollars depending on pet weight) to transport pets. However, the number of pet spaces per flight is very limited. The maximum weight allowed for a combined pet and kennel is 150 pounds, which cannot be waived. Marines are responsible for obtaining an authorized kennel/carrier

bolted with metal nuts/bolts that provides adequate ventilation and ample space for safe pet movement. Soft-sided pet kennels/carriers may be accepted for in-cabin movement only. See the AMC Pet Travel Information Page at <https://www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-Page/> then click on AMC Pet Pamphlet 20 October 2023 or later date when updated on the website.

11.c. Emotional Support Animals and Service Animals. The U.S. Department of Transportation revised its Air Carrier Access Act (ACAA) regulation on the transportation of Service Animals by air. This final rule defines a Service Animal as a dog, regardless of breed or type, that is individually trained for the benefit of a qualified individual. It allows airlines to recognize Emotional Support Animals as pets, rather than Service Animals, and permits airlines to limit the number of Service Animals that one passenger can bring onboard an aircraft to two Service Animals. Please find more information concerning this matter at: <https://www.transportation.gov/briefing-room/us-department-transportation-announces-final-rule-traveling-air-service-animals>. Review the procedures for Service Animals currently posted on the AMC Travel Page or contact the local PTO for the current policy related to Service Animals and AMC-PE transportation.

11.d. Other Options for Moving Pets. Marines should research all methods as early as possible to select the overall best transportation methods for their pets, including quarantine requirements and costs (Germany, Hawaii, Japan, Korea and Guam). Options include services offered by regularly scheduled commercial airlines, including both US and Foreign Flag-carriers (NOTE: Marines cannot legally be reimbursed if using a Foreign Flag carrier for

transport of your pet), and dedicated pet relocation services. Regardless of the method, all pets traveling to or returning from OCONUS require a health certificate from a certified veterinarian. The animal health screening process may include several visits to the veterinarian, a quarantine period, and shots which may take at least six months prior to the expected travel date to complete. The following website provides helpful information and guidelines to consider when traveling with a pet followed by direct links to each of the City Pair Program's participating airline carrier's pet and service animal policy:

<https://www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/airfare-rates-city-pairs-programs/resource-library/airline-pet-policy>.

11.e. Non-Availability. If Government transportation is directed, but not available, the traveler must provide a statement from the Traffic Management Office (TMO) or Installation Transportation Office (ITO) that Government transportation is not available. When traveling by POV, such as to or from Alaska, a non-availability statement is not required.

11.f. For further pet transportation assistance, contact the local PTO, located in the DMO at Marine Corps installations, and within Installation Transportation Offices DoD-wide, or visit the official Marine Corps Passenger Travel Facebook page at [www.facebook.com/usmcpassengertravel](https://www.facebook.com/usmcpassengertravel) and the LPD-2 Public Page at: <https://www.iandl.marines.mil/Divisions/Logistics-Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/>.

## 12. Critical Links

12.a. All move reference documents, Helpful Links, checklists and other tutorials supporting PCS Moves, UPAC CONUS and OCONUS Facebook Page links, and Personally Procured Move briefs/links are located on the LPD Public Page for PCS Move Resources at:

<https://www.iandl.marines.mil/Divisions/Logistics-Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-Resources/>.

12.b. Marine Corps Community Services (MCCS) Information, Referral and Relocation Services connects individuals to military, Department of Defense, and community resources, including health care, personal and family counseling, marital counseling, relocation assistance, housing referral, childcare resources, religious services, recreation services, consumer affairs, child and spouse abuse prevention programs, and other personal and family support programs in both the military and civilian community. MCCS Information, Referral and Relocation Services also coordinate classes for CONUS and OCONUS PCS moves. Visit their Home Page for installation specific information at:

<https://www.usmc-mccs.org/marine-family-support/information-referral-and-relocation>.

13. Keys to Success. Early counseling, planning, preparation, flexibility, communication, and command support are the keys to executing a successful PCS move and especially during this challenging peak season. Contact the origin and/or destination Personal Property Office (PPO)/Passenger Travel Office (PTO) for additional information, training, and support.

14. Release authorized by MajGen Jason G. Woodworth, Deputy Commandant for Installations and Logistics (LF)/Commander, Marine Corps Installations Command.//

