

It's Your Move - Frequently Asked Questions

FOR: Joint Base Elmendorf-Richardson

How do I initiate my household goods (HHGs) move?

You must first register for a Defense Personal Property System account on www.move.mil. After receipt of orders, you can use DPS for self-counseling and to create and submit your shipment application(s). DPS supports applications for Household Goods (HHGs), Non-Temporary Storage (NTS), Unaccompanied Baggage (UB), and Personally Procured Moves (PPM). **Completed/Signed DD1229, DD1797, POA (if applicable), & copy of your Orders will be required to process your applications and can be emailed to EDTravel@us.af.mil, faxed to 907-552-3826/907-384-1812, or dropped off at TMO (People Center Rm. 247 JBER-E or Bldg. 600, Rm 145B, JBER-R).** For Local Area Moves, please contact the nearest Travel Center/Traffic Management Office.

How soon should I start my move applications?

Immediately after receiving hard copy PCS/Retirement/Separation orders or as soon as you have selected a Retirement Home of Selection (HOS) or Separation Home of Record (HOR) location.

How long in advance do I need to submit my applications to the Personal Property Processing Office (PPPO)?

As early as possible but NLT 15 days prior to your first packing day. During peak summer moving season, applications should be submitted NLT 20 days prior to your first packing day.

I'm PCSing and don't have my orders yet, can I get my HHGs picked up?

You will need to contact your Force Support Squadron's, Career Development team and speak with your assignments counselor. DSN: (907) 552-8080 opt 2". NOTE: A Letter-In-Lieu is not authorized for a retiree, separatee, or for local moves.

I am a retiree/separatee living in base/post housing but have not made a home of selection to ship my household goods. Will the government pay to move me from base housing to the local area?

Yes, if being forced from base/post housing and you have hard copy retirement/separation orders, you will be authorized one short-distance move (within your weight allowance) from base housing to a location within the local commuting area. You will still be authorized a home of selection/home of record move w/in one year of your retirement date or 180 days if separating. *Please contact the local Travel Center/TMO concerning local moves; currently they are not processed through DPS.*

I live in base/post housing and have my washer/drying and items in non-temporary storage under a housing order. How do I get my property out of storage and into my HHGs shipment?

When filling out your shipment application in DPS, request an additional p/u location and type **NTS RELEASE** in the address block. The JPPSO will release the storage lot as an additional pick up for inclusion with the HHGs from your residence.

Can I make more than one HHGs shipment or ship to an alternate location?

Yes, but this could result in excess cost to you.

What is my weight allowance?

The Joint Travel Regulation prescribes the maximum Permanent Change of Station (PCS) weight allowance that you can ship and/or store at Government expense based on the member's rank and dependency status. Weight allowances do not include Professional Books, Papers and Equipment (PBP&E/Pro-Gear). For your specific weight allowance, refer to JTR para. U5200-B or http://www.move.mil/documents/dod/Weight_Allowance_Table_JTR.pdf

What can I claim as Pro-Gear?

As of 1 May 2014, the new allowance limit for PBP&E is 2,000 pounds net weight. Only specialized gear required to perform your official duties can be claimed as pro-gear. PBP&E no longer includes personal computers, accompanying equipment, awards, or daily wear uniforms. Pro-gear is calculated at 7 lbs per cubic foot and the 2,000 pound limit is not waivable.

How much weight is taken off for packing material and Pro-Gear?

The pro-gear weight is deducted from the HHGs net weight. Remaining weight is then further reduced by 10% for packing material. This is the final weight charged against your entitlement per shipment. (Net Wt – Pro-gear - 10% = Actual Chargeable Net Wt)

Can I ship a boat in my HHG shipment?

Yes, a boat or personal watercraft less than 14 feet long without trailer may be shipped with your HHG's shipment. The definition of boats includes, but is not limited to, canoes, skiffs, sailboats, light rowboats, kayaks and dinghies, or sculls. Boats larger than 14 feet or with a trailer normally require special routing and almost always result in some excess cost to you.

Can I request a certain Transportation Service Provider (TSP) to move or NOT move my HHGS?

Yes, when filling out your application in DPS, state the Preferred / Non-Preferred TSP you would/would not like to move your goods. The JPPSO will attempt to book you shipment IAW your request unless the TSP is unavailable during the specified pack/pickup dates.

What are the hours of the movers will work in a given day, and can I schedule pick up over the weekend?

Pickups should not *begin* before 0800 hours or after 1700 hours and movers should not start services that will not allow completing by 2100 hours unless approved by JPPSO and customer. Shipments will not be scheduled for pack/pickup over a weekend or on Federal Holidays.

How long will it take to pack and pickup my shipment?

The number of actual days will depend on the amount/weight of your shipment. You should plan for ~4,000 pounds per day as an average. (14,000 pound shipment = ~4 days)

How long will it take for my shipment to arrive at the destination?

This varies depending on the weight of your shipment and distance/mileage between origin and destination.
For Domestic Shipments (including to/from AK and CONUS), it takes normally between 25-30 days.
For International HHGs shipments to many countries from Alaska, the transit time is approximately 70-75 days and 57 days to Hawaii.

What is a Required Delivery Date (RDD) and how is it determined?

RDDs are based on the distance and the weight of a shipment and the time limit the government allows the TSP to pick up and deliver the shipment. During your pre-move survey, you and the TSP should agree on a 'scheduled delivery date' which becomes your shipment's actual RDD.

When will the carrier conduct a pre-move survey and is it required?

The TSP should contact you within three business days of shipment booking and provide you with contact and pre-move information. An *in residence* pre-move survey is required on domestic shipments estimated at 4,700 pounds or more and all international shipments estimated at 3,200 pounds. Pre-move surveys must be conducted NLT three days prior to the pick-up date.

Will the TSP crate my shipment before putting it in their truck?

For domestic shipments including to/from Alaska, the movers have the selection whether or not to crate the shipment. They make this determination based on your shipments characteristics and the best way to protect and move your items. It is best to discuss this with your TSP during the pre-move survey. All international shipments will be crated/sealed at your residence.

What if I have items requiring a special crating?

The TSP is responsible to package your items to prevent damage. Requests for special services and/or crating fragile items will be submitted to the JPPSO by the TSP for approval/disapproval. Items such as furniture or fragile property that will fit in standard cartons will not normally be approved for crating.

What if I need to change my pickup dates after I have submitted my shipment application?

If you have been contacted by the TSP or your pre-move survey has been completed, coordinate the date change directly with your TSP. If you *have not* been contacted by the movers, contact the JPPSO and request the new pickup date.

Can I ship more than one POV?

Only one POV is authorized for shipment at Government expense per PCS/Retirement/Separation orders. If mil-to-mil, then each member will be authorized to ship a POV at Government expense using their orders. Please contact Vehicle Processing Center located at 300 LaTouche St, Anchorage, AK 99501, call 1-855-389-9499 (0800-1600, M-F), visit <https://www.pcsmypov.com> to book an appointment or for more information.

Can I ship my POV on my own and get reimbursed?

There are no provisions for moving a POV on your own and claiming reimbursement or an incentive payment. Please contact the Vehicle Processing Center to ship your POV at Government expense once you have your orders.

Am I authorized storage for my HHGs at the destination?

Yes, temporary storage up to 90 days is authorized if you do not have a permanent place of residence to accept delivery. Additional storage may be approved for unique circumstances and must be requested in writing with justification to the destination JPPSO/PPSO. *NOTE: Shipment released from Non-Temporary Storage should be set up for direct delivery to a residence as temporary storage (SIT) at destination may not be authorized and/or approved.*

How do I process my claim for damages to my HHG?

If your property is lost or damaged you have the right to file a claim. File your claim through DPS directly to the TSP. The following links will provide step-by-step instructions for filing your claim: http://www.move.mil/dod/claims_css/dod_claims.cfm

← Please refer to www.move.mil or contact the TMO/JPPSO for more information →

Joint Base Elmendorf-Richardson Personal Property and Travel Center Contacts

Transportation Officer	552-6830	
JPPSO, Director	552-2701	
Travel Cntr/TMO/JBER-E	552-9648/1798/1793	EDFTravel@us.af.mil
Travel Cntr/TMO/JBER-R	384-1763/1813/1814 :	EDFTravel@us.af.mil
SATO Travel	(855) 732-8454/8455	Sato.elmendorf.@cwtsatotravel.com
JPPSO-Storage Management	552-2127/8209/2080	Nts.jppso@us.af.mil
JPPSO-Outbound Shipments	552-3419/2708/2080	Outbound.jppso@us.af.mil
JPPSO-Inbound Shipments	552-8209/4366/2080	Inbound.jppso@us.af.mil
JPPSO-Quality Assurance	552-7562/4002	Qa.jppso@us.af.mil