

ARMY PERSONAL PROPERTY SUMMER PEAK SEASON 2021

Soldiers and Families preparing for a permanent change of station (PCS) move during July and August (potentially into September) should anticipate unexpected delays in scheduling of their household goods (HHG) move. Note to Soldiers: Before you do anything on your own engage the Installation Transportation Office and your Chain of Command.

COVID-19 related resource challenges (shortage of local packers, loaders, drivers, trucks, warehouses, wood containers) in the HHG industry for both DoD and non-DOD customers may cause up to 4-6 week delays in select areas for origin shipment pickups and destination deliveries.

Army Senior Leaders are aware of these challenges and actively exploring mitigation actions for Soldier and Family relocation issues.

Tools and Resources:

All Soldiers can use their Government Travel Credit Card (GTCC) for PCS related travel and transportation expenses. GTCC related links:

https://www.defensetravel.dod.mil/Docs/Fact_Sheet_GTCC.pdf

<https://www.defensetravel.dod.mil/Docs/regulations/GTCC.pdf>

<https://psc.gov/transportation-services/travel-charge-card/dos-donts>

Soldiers and Families who will conduct a personally procured move (PPM) should pursue an increase to GTCC limits up to the maximum authorized \$25,000 through their Organizational Defense Travel Administrator (ODTA), to preclude upfront out of pocket expenses.

Soldiers and Families without a GTCC who will conduct a personally procured move (PPM) should process an advance through the transportation office to DFAS Rome.

Soldiers and Families without a GTCC, who receive an ACR memo, should process an advance through the transportation office to DFAS Rome.

OCONUS PCS: Overseas Housing Allowance (OHA), Dislocation Allowance (DLA), Temporary Lodging Allowance (TLA) is authorized not more than 60 days. A period in addition to that 60 days may be authorized/approved when any of the following reasons exist and are beyond the member's/dependents' control (See par. 680406.A of the [DoD FMR](#)): Non-arrival of HHG; Delay in availability of/assignment to Government quarters due to Service requirements;

CONUS PCS: Basic Allowance for Housing (BAH), DLA, and Temporary Lodging Expense (TLE) may be authorized up to 10 days, depending on the location of the new PDS. TLE reimbursement must not exceed \$290 per day.

Useful links:

Moving Day FAQs: <https://move.mil/faqs#moving-day>

Inconvenience Claims Fact Sheet: https://www.move.mil/sites/default/files/inline-files/Final%20DPMO%20Inconvenience%20Claims%20May%20Fact%20Sheet%202021_1.pdf

Personal Property Claims Fact Sheet: (<https://www.move.mil/sites/default/files/inline-files/Final%20Claims%20Fact%20Sheet%20DPMO.pdf>)

Personal Property Quick Reference Guide: (https://www.move.mil/sites/default/files/inline-files/2021%20PPQRG%20Final%2029%20Mar%202021_1_0.pdf)

Scenarios and Options:

SCENARIO ONE: Soldiers and Families with a 30-day or less home sale or expiring lease and no DoD moving company assigned:

- Option: The Government picks up the household goods and places into an origin storage facility until a DoD moving company can move it forward to destination, with some delays expected.
- Option: Soldier conducts a personally procured move (PPM) from the residence to a local self-storage facility and receives actual cost reimbursement (ACR) until the Government can schedule a DoD moving company to move it to destination. An ACR allows reimbursement, which could be significantly higher than normal Government contracted rates.
- Option: Soldier conducts a full personally procured move (PPM) at 100% of what the Government would pay a moving company to move all of the household goods from origin to destination duty station. Not recommended for OCONUS moves.
- Option: Soldiers receive an ACR memorandum from the transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.

Note: Soldiers and Families need to be wary of “fly-by-night companies” looking to profit from desperation moves with adjusting cost estimates by utilizing a commercial mover registered with the Federal Government at <https://fmcsa.dot.gov/protect-your-move>.

SCENARIO TWO: Soldiers and Families with a short notice report date that cannot be extended and no DoD moving company assigned:

- Option: The Government picks up the household goods and places into an origin storage facility until a DoD moving company can move it forward to destination, with some delays expected.
- Option: Soldier conducts a personally procured move (PPM) from the residence to a local self-storage facility and receives actual cost reimbursement (ACR) until the Government can schedule a DoD moving company to move it to destination. An ACR allows reimbursement which could be significantly higher than normal Government contracted rates.
- Option: Soldier conducts a full personally procured move (PPM) at 100% of what the Government would pay a moving company to move all of the household goods from origin to destination duty station. Not recommended for OCONUS moves.
- Option: Soldiers receive an ACR memorandum from the transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.

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SCENARIO THREE: Soldiers and Families with a short notice DoD moving company cancellation or missed pack and pick up:

- Option: The Government picks up the household goods and places into an origin storage facility until a DoD moving company can move it forward to destination, with some delays expected.
- Option: Soldier conducts a personally procured move (PPM) from the residence to a local self-storage facility and receives actual cost reimbursement (ACR) until the Government can schedule a DoD moving company to move it to destination. An ACR allows

reimbursement which could be significantly higher than normal Government contracted rates.

- Option: Soldier conducts a full personally procured move (PPM) at 100% of what the Government would pay a moving company to move all of the household goods from origin to destination duty station. Not recommended for OCONUS moves.
- Option: Soldiers receive an ACR memorandum from the transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.
- Option: Pursue 30-45-60 day deferment of report dates from the Soldier chain of command to HRC or civilian gaining organization.

Note: Soldiers and Families need to be wary of “fly-by-night companies” looking to profit from desperation moves with adjusting cost estimates by utilizing a commercial mover registered with the Federal Government at <https://fmcsa.dot.gov/protect-your-move>.

Soldiers and Families should maintain close communication with the local transportation office, as it is the first line of support to assist by providing all available options. In addition, the following call centers are available beyond the local transportation office: Army Personal Property Call Center (1-800-645-6683) and USTRANSCOM Call Center (1-833-MilMove/1-833-645-6683).