

ARMY PERSONAL PROPERTY SUMMER PEAK SEASON 2022 SENIOR LEADER TOWNHALL PLAYBOOK

Soldiers, civilians, and their Families preparing for a permanent change of station (PCS) move during June, July and August (potentially into September) should anticipate unexpected delays in scheduling of their household goods move. Soldiers, civilians, and their Families should not move or store their household goods prior to receiving PCS orders. Soldiers and civilians need to contact the local transportation office as soon as orders are received and keep their Chain of Command informed on progress or challenges. Upon receipt of PCS orders, any delay in contacting the local transportation office (e.g. waiting 30 days or less for a desired pickup date) may result in non-availability of DoD moving companies.

Fallout from the COVID-19 pandemic has led to DoD moving companies experiencing continued labor constraints, port congestions, shortage of warehouses, trucks, equipment and supplies as well as increases in material costs. These shortfalls will continue to limit industry capacity, increase missed required delivery dates (RDD) and extend lead times for shipment pickups and deliveries up to 4 to 6 weeks during the summer peak season.

As of 15 March 2022, Human Resources Command (HRC) provided the total number of Soldiers (36,984) with 2022 PCS orders that have report dates during the 2022 summer peak moving season months of June, July, and August. In comparison to 2021, this is an increase of **2,897 more PCS orders issued** with report dates during the 2022 summer peak moving season months of June, July, and August. Unless industry labor availability improves significantly, the 2022 summer peak season will be even more challenging than 2021 for the movement of household good shipments.

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

Personnel Policy Guidance in Support of Army Wide Preparedness and Response to Permanent Change of Station Summer Surge and Transportation Constraints. On 1 February 2022, HRC issued MILPER Message Number 22-045 which states: "Local Commanders in the rank/grade of (COL/06) may approve requests for Soldiers to have report dates to their new duty station adjusted up to 30 days early and up to 30 days later than the published report date on orders. For Soldiers that are not able to meet the report timeline described above, Military Personnel Divisions are authorized to defer Soldiers up to 60 days from their original report date, as long as that does not occur 11 August -15 October 2022. This applies to active Soldiers on assignment with report dates of 1 February 2022 through 30 September 2022."

Tools and Resources:

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

<https://www.defensetravel.dod.mil/site/govtravelcard.cfm>

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

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

Soldiers, civilians, and their Families projecting to conduct a personally procured move (PPM) with weight tickets 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 civilians, and their Families without a GTCC who will conduct a personally procured move (PPM) with weight tickets should process an advance through the transportation office to DFAS Rome.

Soldiers, civilians, and their Families without a GTCC, who receive a non-availability letter (NAL) or actual cost reimbursement (ACR) memo from the origin transportation office, should process an advance through the origin 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. Encourage Soldiers and Families to reserve temporary lodging at the Intercontinental Hotel Groups (IHG) lodging facilities on Army installations. These facilities have agreed to only charge Soldiers and Families at their Basic Allowance for Housing rate when they are forced to remain in temporary lodging due to delays in their personal property shipment and/or housing availability.

Useful links:

Moving Day FAQs <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/expectations-tips-for-moving-day/>

Inconvenience Claims Fact Sheet:

<https://download.militaryonesource.mil/12038/MOS/Factsheets/UpdatedInconvenienceClaimsFactSheet.pdf>

Personal Property Claims Fact Sheet:

<https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet-PersonalPropertyClaims.pdf>

Personal Property Quick Reference Guide:

<https://download.militaryonesource.mil/12038/MOS/Factsheets/UpdatedPersonalPropertyQuickReferenceGuideHandout.pdf>

Scenarios and Options:

SCENARIO ONE: Soldiers, civilians, and their 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 or civilian conducts a personally procured move (PPM) with weight tickets from the residence to a local self-storage facility and receives a non-availability letter (NAL) or actual cost reimbursement (ACR) memo from the origin transportation office until the Government can schedule a DoD moving company to move it to destination. A NAL or ACR memo allows for actual cost reimbursement, which could be greater than normal Government contracted rates.
- Option: Soldier or civilian conducts a personally procured move (PPM) with weight tickets 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 or civilians receive a NAL or ACR memo from the origin transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.

Note: Soldiers, civilians, and their Families must 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://www.fmcsa.dot.gov/protect-your-move>, in addition to checking the Better Business Bureau at <https://www.bbb.org>. Soldiers, civilians, and their Families must understand their rights when obtaining commercial services as they differ from an assigned DoD moving company (<https://www.fmcsa.dot.gov/protect-your-move/consumer-rights>)

SCENARIO TWO: Soldiers civilians, and their 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 or civilian conducts a personally procured move (PPM) with weight tickets from the residence to a local self-storage facility and receives non-availability letter (NAL) or actual cost reimbursement (ACR) memo from the origin transportation office until the Government can schedule a DoD moving company to move it to destination. A NAL or ACR memo allows reimbursement, which could be greater than normal Government contracted rates.
- Option: Soldier or civilian conducts a personally procured move (PPM) with weight tickets 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 or civilians receive a NAL or ACR memorandum from the origin transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.

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SCENARIO THREE: Soldiers civilians, and their 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 or civilian conducts a personally procured move (PPM) with weight tickets from the residence to a local self-storage facility and receives non-availability letter (NAL) or actual cost reimbursement (ACR) memo from the origin transportation office until the Government can schedule a DoD moving company to move it to destination. A NAL or ACR allows reimbursement which could be significantly higher than normal Government contracted rates.
- Option: Soldier or civilian conducts a personally procured move (PPM) with weight tickets 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 or civilians receive a NAL or ACR memorandum from the origin transportation office; to hire a commercial moving company with a minimum of 2 commercial invoice estimates.

- Option: Pursue a 60-day deferment of report date from the Soldier chain of command through the MPD to HRC or civilian gaining organization.

Note: Soldiers civilians, and their Families must 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://www.fmcsa.dot.gov/protect-your-move> in addition to checking the Better Business Bureau at <https://www.bbb.org>. Soldiers, civilians, and their Families must understand their rights when obtaining commercial services as they differ from an assigned DoD moving company (<https://www.fmcsa.dot.gov/protect-your-move/consumer-rights>)

Soldiers, civilians, and their 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. Reporting unsatisfactory performance to the local transportation office will result in punitive actions taken against DoD moving companies which fail to meet DOD standards.

Customer satisfaction surveys are also key sources of information to hold the DoD moving companies accountable, however, the survey return rate is historically low (16% in 2020 and 14% in 2021). A new third party text based/smart phone accessible survey process will begin in May 2022 with a target of a 40% return rate.

DoD moving company failure to pick up by the scheduled date or deliver by the required delivery date will result in payment of inconvenience claims. In 2021, DoD moving companies paid \$2.6M in inconvenience claims to Soldiers, civilians, and their Families.

The following call centers are available beyond the local transportation office: Army Personal Property Call Center (1-800-521-9959) and USTRANSCOM Call Center (1-833-MilMove/1-833-645-6683).

The Army PCS Move, Digital Garrison, and PCS My POV Apps are all available for free download in [Google Play](#) and [Apple Store](#). The Army PCS Move App has a live chat feature to communicate with a live agent at the Army Personal Property Call Center (1-800-521-9959).