



PERMANENT CHANGE OF STATION MOVES



"The Army provides opportunities to travel the world, but moving to a new home also adds stress to the family. We acknowledge those challenges and address them while ensuring that we are placing the right leaders in the right places around the Army."

– Sergeant Major of the Army, Michael A. Grinston

TOP LINE MESSAGES

PEOPLE

DATE: 1 August 2021

- Moving and storage industries are experiencing extremely high demand and labor shortages, making this PCS season more challenging than usual.
- The Army is working to provide Soldiers and families options, resources, and flexibility where possible to alleviate moving stress as much as possible.
- Transportation offices and the live chat function on the PCS Move app are great resources for information and support during the planning and moving process.

SUMMARY

The Army streamlined PCS processes and policies to provide a safe, quality and user-friendly way to move Soldiers and families. Updates include reimbursement and allowance changes, a quality assurance inspection increase, safety procedures enhancement and the Army PCS Move App update. We continue to improve PCS business practices and elevate issues to the Office of the Secretary of Defense advisory panel for resolution.

TALKING POINTS

PCS Improvements

- Personally procured moves (PPMs) reimbursement increased to 100% of what it would have cost the government to use a DoD assigned moving company.
- Soldiers can claim per diem allowance for meals and incidentals up to seven days without receipts.
- The Army PCS Move, Digital Garrison, and PCS My POV Apps are available for free download in [Google Play](#) and [Apple Store](#). The Army PCS Move App offers information on entitlements, types of moves, planning, scheduling, and claims process, and now has a live chat feature.
- U.S. Transportation Command [24/7 hotline](#) provides answers for HHG questions (1-833-MIL-MOVE).
- Army Personal Property Call Center 1-800-645-6683.

Quality Assurance

- The goal of quality assurance inspectors is to provide an in-person inspection for at least 75% of moves.



Industry Conditions

- Across the U.S. and overseas moving and storage companies are experiencing labor shortages and high demand into July, August, and September.

Planning Your Move

- Step 1: Create an account with [Defense Personal Property System](#), upload orders, and complete shipment applications.
- Step 2: Visit the [transportation office](#) to schedule the move and receive counseling. Discuss POV shipment restrictions or authorized storage.
- OCONUS Moves: For a privately owned vehicle shipment or storage, go to [PCS My POV](#) or call the [International Auto Logistics](#) at (855) 389-9499.
- Step 3: After delivery, complete the customer satisfaction survey via the [Defense Personal Property System](#) to keep the moving companies accountable.
- If a HHG shipment is delayed, Soldiers can file an [inconvenience claim](#) with the DoD assigned moving company to be reimbursed for some of the related expenses.
- Step 4: Within 180 days file a claim with [Defense Personal Property System](#) if items were lost or damaged during the move.
- Step 5: Unpack and enjoy your new location.

Set-backs and Options

- Soldiers have a few options if they experience delays in shipment or pick up. Each situation is unique and transportation office is the best place to receive tailored guidance for each Soldier and Family.
- **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; reimbursement 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 PCS.
- **Option:** Soldiers receive an ACR memo from the transportation office to hire a commercial moving company with a minimum of 2 commercial invoice estimates.
- **Option:** Soldiers pursue 30-45-60 day deferral of report dates from their chain of command to HRC or civilian gaining organization.

DIGITAL & SOCIAL MEDIA RESOURCES:

- **Webpages:**
 - [Army Families](#)
 - [Army OneSource](#)
 - [Best Moving Tips](#)
 - [Center for Personnel Claims Support](#)
 - [DFAS Smart Voucher](#)
 - [DoD Customer Service](#)
 - [Military OneSource](#)
 - [Moving Guide](#)
 - [POV Shipment](#)
 - [Satisfaction Survey](#)
- **Army News**
 - [2021 PCS Season Tips](#)
- **Facebook:**
 - [Army Logistics](#)
- **Hashtags:** #ArmyLogistics
- **STAND-TO!:**
 - [Permanent Change of Station Moves](#)

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