

SUBJ: CAMP PENDLETON 2019 PEAK SEASON MOVES PREPARATIONS.

1. Purpose: This information provides guidance and information to Marines, Civilians Marines and their families to facilitate household goods moves during the peak moving season (15 May through 31 August 2019).

2. Preparation: Once a member is notified that PCS Orders are forthcoming or has PCS orders in hand, they should visit the recently updated website www.move.mil. The "Tutorials" link provides a wide range of subjects and information associated with the shipment and storage of personal property. This is the "authoritative" starting place to learn how the PCS moving process works. It provides general entitlement and allowance information and instructions on how to, estimate Personally Procured Move (PPM) monetary allowances, how to file a claim, ship and store a private owned vehicle (POV) shipment, ship unaccompanied baggage (UB) and Household Goods (HHG), and so much more.

3. First time movers: Members executing a HHG move for the first time should not attempt to complete the moving process alone. Contact the Distribution Management Office (DMO) aboard Camp Pendleton at (760) 725-8177 to receive an initial counseling and instructions on how to schedule your move within the Defense Personal Property System (DPS) on www.move.mil. Experience movers can also visit the DMO or go directly to the DPS.

4. Move Counseling: Members must create or update an account in DPS and complete the on-line counseling. Taking notes on entitlements, allowances and procedures during the on-line counseling is encouraged. Upon counseling completion, upload required documents, such as PCS Orders and endorsements, and note any questions not covered by DPS Counseling. Contact or visit the Camp Pendleton DMO to receive targeted counseling on questions noted during DPS counseling. At this time you can confirm your requested primary and alternate pick-up dates with the counselor and submit any additional documents, including documents for a Personally Procured Move (PPM, aka Do-It-Yourself (DITY)) that are required to complete shipment and/or storage applications.

a. Overseas Screening and OCONUS counseling: Upon receipt of PCS orders to OCONUS locations, dependents authorized to accompany service members must initiate screening through the Military Medical Treatment Facility to ensure suitability for OCONUS assignments. Members must make an appointment as soon as possible since the process may take an extended time period. In the meantime, members should continue to plan to execute their shipment pick-up dates while this process is ongoing. In the event the orders are modified or canceled, members must notify the Camp Pendleton DMO immediately for further instructions. Additional OCONUS counseling information is also available at www.move.mil/moving-guide/oconus.

b. PCS to Okinawa: Coordinate with the command-designated sponsor and the Housing Office to determine availability of on-base housing. The overseas housing modernization project will impact availability through FY 2023. To obtain the latest status of available housing, contact Okinawa Housing at DSN 315-634-0582 or kadenahousing.customerservice@us.af.mil.

c. Counseling Webinars: The Marine Corps Personal Property and Passenger Transportation Section (DC I&L, LPD-2) has partnered with the Navy to conduct various counseling Webinars. The Webinar schedule is available at www.navsup.navy.mil/public/navsup/hhg/home.

d. Additional Counseling: “Plan My Move” workshops are held at the Marine Corps Community Service (MCCS) building (Bldg 13150) and Transition Assistance Program briefs are located at the Leather Neck Lanes (Bldg 1139) and the POC is Eddie Tubbs 760-716-4400. Also, the official Marine Corps Facebook Page for Personal Property is located at www.facebook.com/usmchouseholdgoods .

5. Planning your “move” dates: Members must provide a Primary and an Alternate move date, and there must be at least three (3) Government Business Days (GBDs) between them. Members must complete their DPS counseling and submit their requested Primary and Alternate move dates at least 90 days in advance of their Primary move date when possible. The most popular peak season pick-up dates are between early June and mid-July. HHG moves in this window are difficult to schedule, so the sooner an application is submitted the sooner the primary date can be awarded for pick-up. Also, the first two and last two days of every month are difficult to schedule due to timing on rental and lease agreements. Requested pack and pick-up dates are not confirmed until a representative of the Moving Company, either in person or telephonically, conducts the pre-move survey. Should unexpected circumstances require a change to pick-up and or delivery dates, members must contact a DMO personal property counselor immediately to attempt to schedule new pick-up and or delivery dates. Please note that new pick-up and or delivery dates may not be available during peak season.

6. Personal Property (also known as household goods (HHGs)) Shipment: A HHG shipment, “containing furniture items” that is shipped by the government within CONUS or to and from OCONUS. This is also considered the “main” shipment that has either all or the majority of HHG items.

7. Unaccompanied Baggage (UB): A small HHG shipment up to 1,200LBS shipped to and from OCONUS that “does not contain furniture items”. This shipment has also been known as an “express” shipment that ships small HHG items for members and their families.

8. Non-temporary Storage (NTS): A HHGs shipment kept in government storage for members and their families executing an overseas (OCONUS) duty assignment that has weight restrictions.

9. Personally Procured Move (PPM) or Do-it-yourself (DITY) Move: Members executing a self-move (PPM/DITY) must be counseled and documents properly prepared before the move is performed. Marines may receive an Advance Operating Allowance (AOA) of up to 60% of the expected cost based on the estimated weight. The PPM Estimator is located under Helpful Links on the www.move.mil homepage. Marines who are using only their POV(s) to execute a PPM will not receive an AOA. Further, Marines receiving an AOA may be required to accommodate a Quality Assurance Inspector’s request to verify the items listed on the weight estimator to ensure overpayment of an AOA does not occur. Review the PPM website for the latest information on how to prepare a PPM Claim and the estimated processing and payment dates at www.logcom.marines.mil/Capabilities/Personally-Procured-Move . Also, review the PPM Claim Preparation Brief at www.logcom.marines.mil/Portals/184/Docs/Sites/tvcd/files/PPP-how-to-sub-PPM-CLAIM-rev-100616.pdf?ver=2016-10-07-150549-097 .

10. Privately Owned Vehicle (POV)shipment and storage: Members conducting a PCS move to, from or between OCONUS locations may be entitled to move or store one POV. Contact the Camp Pendleton DMO for information regarding POV entitlements and required documents needed to ship or store a POV.

a. POV shipment instructions: Review the Defense Transportation Regulation, Appendix K3, Shipping Your POV at www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf .

b. POV storage instructions: Review the Defense Transportation Regulation, Appendix K4, Storing Your POV at www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf .

c. Appointment for POV drop-off or pick-up: Members must use www.pcsmypov.com to make an appointment for POV drop-off or pick-up, at the port of embarkation or debarkation.

11. Transporting Pets: Members need to coordinate early to reserve pet spaces aboard Air Mobility Command-Patriot Express (AMC-PE) flights. A successful move with family pets requires planning and constant follow-through. Members transferring to, from or between OCONUS locations are advised to make arrangements for pet transportation at least 90 days prior to their expected flight date for travel via the Air Mobility Command-Patriot Express (AMC-PE) program (dogs and cats only via AMC-PE). The government contracted AMC-PE rotator flights offer a discounted rate (ranging from about \$125 dollars to \$375 depending on pet weight); however, the number of pet spaces per flight is very limited and subject to a first come, first serve basis for all DoD Uniformed Service Members and Civilian Employees, so don't delay! In locations like Okinawa and Iwakuni, Japan, pet spaces are in extremely high demand and book very quickly. The following website provides helpful information (to include information concerning Pets) for those members executing PCS travel to or from Okinawa, Japan: www.mccsokinawa.com/welcomeaboard . For pet transportation assistance, contact our DMO Passenger Transportation Office at 760-725-8594/8635 or visit the official Marine Corps Passenger Transportation Facebook page at www.facebook.com/usmcpassertravel .

12. Professional Books, Papers and Equipment (PBP&E or Pro Gear): Net weight limit for Pro Gear is 2,000 pounds. Members may request an additional weight allowance up to 500 pounds for Spouse Pro Gear required for employment or community service. The Spouse Pro Gear requests must be submitted to the Camp Pendleton DMO for consideration and approval.

13. During the Move: Should issues arise with the moving company and/or local agent responsible for packing and picking up the shipment that require immediate resolution at the "origin", please contact the Camp Pendleton DMO Quality Assurance Section at 760-725-8174/8666/8663/8177. If issues arise during transit or at the PCS destination, you will need to contact the destination PPO Quality Assurance Section. The Camp Pendleton DMO will annotate the contact phone numbers of the destination PPO Quality Assurance Sections in the Remarks Block of the DD1299. In the event the DD1299 is misplaced, use the website, www.move.mil/resources/locator-maps , to locate the nearest PPO Quality Assurance Section. Note that OCONUS movers will have multiple shipments and each shipment will be performed by a different company. We strongly recommend members do not overlap multiple shipment pack, pick-up and delivery dates because it increases the risk of the wrong items being packed and placed in the wrong shipment.

14. After the Move: After the HHGs, UB and/or Non-Temporary Storage shipments are delivered, members must complete the Customer Satisfaction Survey (CSS) for each shipment. Ratings and comments reflect the quality of the Moving Company. The score given to the Moving Company will directly contribute towards eliminating poor performers from the Defense Personal Property Program and ensures only the best moving companies service the DoD.

a. Damage Claims: For DPS shipment claims, please visit the guide located at www.move.mil/moving-guide/claims . For non-DPS claims, or if members still have questions on DPS claims, members should contact the nearest PPO first. Marines may then contact the Marine Corps Military Claims Office (MCO) at (703) 784-9533 and select Option 1 for additional guidance.

b. Inconvenience Claims: When HHGs are not picked-up or delivered on the agreed upon dates, members may file an Inconvenience Claim with the Moving Company. Contact the Camp Pendleton DMO for origin HHGs pick-ups and your local PPO for HHGs destination deliveries for additional support and details.

15. Customer Bill of Rights: Members should read the Customer Bill of Rights posted on www.move.mil and our Personal Property Facebook Page.

16. Contact Information:

DMO at Camp Pendleton (Bldg 2263 - corner of Vandegrift and 9th Street, across from the air station)
Phone HHGs: (760)-725-8174/8666/8663/8177, Passenger: (760)-725-8637/8635.

a. Websites:

<http://www.pendleton.marines.mil/Services/DMO/Contacts/>
<http://www.pendleton.marines.mil/Services/DMO/Personal-Property/>
<http://www.pendleton.marines.mil/Services/DMO/Passenger-Travel/>

17. Keys to Success: Early counseling, advance planning, detailed preparation, flexibility, and continuous communication are the keys to executing a successful peak season move. Contact the Camp Pendleton DMO for additional information, training, and support.