



my.move.mil

HOUSEHOLD GOODS (HHG) MOVE INFO

What Happens Next?



Pre-Move Survey

Phone or in-person estimation of your shipment weight and equipment needed. (Mention anything fragile or stored at your house!)



Packing

Specific dates are negotiated with your moving company, but expect packing to be 1-3 days long depending on your shipment weight.



Moving Day!

Try to get the driver's contact number before they depart so that you can track your shipment.



Temporary Storage in Transit (...maybe)

If you do not have a delivery address, or if your shipment arrives early, it may go into temporary storage. You can request delivery directly from your moving company. Most shipments are delivered within 5 business days.



Delivery Day

Your driver will provide you with a 2 hour arrival window before delivery day. Expect the moving company to stay late into the evening until everything is unloaded and unpacked.



Claims & Customer Satisfaction Survey (CSS)

For any claims, contact your local transportation office. You will receive a customer satisfaction survey via email where your feedback can improve the moving experience.

Frequently Asked Questions (FAQ)

How should I prepare for the movers?

Visit <https://move.mil/moving-guide/tips> for tips to help your move go smoothly. Remember, you need to disassemble anything outside (playgrounds, trampolines, etc.), drain anything with fuel, and defrost your freezer before moving day.

What happens if I go over my allotted weight?

If you go over your weight entitlement, your military branch of service will charge you for any excess weight moved by the moving company. Overage charges can be expensive at roughly \$1,000 per 1,000 lbs. You can reach out to your local personal property office if you think you might go over your weight allowance.

What happens if I have a problem with my moving company?

If you have any problems with your moving company, you should reach out to your local personal property office or the customer service helpline immediately. The government has several Quality Assurance inspectors at each base who can make house visits in these situations.

What if I don't have a delivery address?

You can add a delivery address to your move at my.move.mil at any point during the transportation of your shipment. If you don't have a delivery address when your shipment arrives at the destination city, it will be placed into temporary storage for up to 90 days*.

**Extensions may be granted on a case by case basis.*

Can I get reimbursed if I move some of my own stuff?

Not right now. If you need to do a "combo" move (HHG & PPM "Do-It Yourself") contact your local transportation office for options.

What happens if my plans change?

If your plans change, contact both your moving company and your local personal property office. In some cases, the moving company can accommodate small shifts in dates on their own, but changes to your orders always requires personal property office involvement.

How long do I have to file claims?

You have 90 days to inform your moving company that you intend to file a claim and 9 months to file the complete claim request. Your Service Branch Military Claims Office can help resolve claims.

Inventory Codes

(...because those sheets can get confusing.)

Do not sign the inventory until all items are listed (including the Brand, Model and Serial Number for expensive items.) Look for the notes section where you can add your own comments!

BE- Bent
BR- Broken
BU- Burned
CH- Chipped
CR- Crushed
CU- Condition and Contents Unknown
D- Dented
F - Faded

G- Gouged
L- Loose
M- Marred
MCU- Mechanical Condition Unknown
MI- Mildew
MO- Moth-Eaten
P- Peeling
R- Rubbed

RU- Rusted
S- Stretched
SC- Scratched
SH - Short
SO- Soiled
ST- Stained
T- Torn
W- Badly Worn

Last modified 23 Oct 2018.