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Army Regulation 55–48

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Transportation and Travel Transportation of Personal Property and Related Services

By Order of the Secretary of the Army:

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General, United States Army
Chief of Staff

Official:


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History. This publication is a new Department of the Army regulation.

Authorities. The authorities for this regulation are 37 USC, 10 USC, 5 USC, Federal Travel Regulation, Joint Travel Regulations, and DTR 4500.9–R, Part IV.

Applicability. This regulation applies to the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated.

Proponent and exception authority. The proponent of this regulation is the Deputy Chief of Staff, G–4. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific requirements.

Army internal control process. This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix B).

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to the Deputy Chief of Staff, G–4 inbox at usarmy.pentagon.hqda-dcs-g-4.mbx.publications@army.mil.

Distribution. This regulation is available in electronic media only and is intended for the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve.

SUMMARY

AR 55–48

Transportation of Personal Property and Related Services

This new Army regulation, dated 19 March 2024—

- Assigns responsibilities for the transportation of personal property and related services (paras 1–6 through 1–9).
- Prescribes policies governing the transportation and storage of personal property (throughout).

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Chapter 1

Introduction

Section I

General

1–1. Purpose

This regulation prescribes the policies and related administrative procedures governing the transportation and storage of personal property. It implements the Joint Travel Regulations (JTR) and Defense Transportation Regulation (DTR) 4500.9–R, Part IV.

1–2. References, forms, and explanation of abbreviations

See appendix A. The abbreviations, brevity codes, and acronyms (ABCAs) used in this electronic publication are defined when you hover over them. All ABCAs are listed in the ABCA database located at <https://armypubs.army.mil/acba/>.

1–3. Associated publications

This section contains no entries.

1–4. Responsibilities

Responsibilities are listed in section II of this chapter.

1–5. Records management (recordkeeping) requirements

The records management requirement for all record numbers, associated forms, and reports required by this publication are addressed in the Records Retention Schedule-Army (RRS–A). Detailed information for all related record numbers, forms, and reports are in the Army Records Information Management System (ARIMS)/RRS–A at <https://www.arims.army.mil>. If any record numbers, forms, and reports are not current, addressed, and/or published correctly in ARIMS/RRS–A, see DA Pam 25–403 for guidance.

Section II

Responsibilities

1–6. Deputy Chief of Staff, G–1

The DCS, G–1 will—

- a. Provide advice and assistance regarding changes to this regulation.
- b. Provide JTR proposed changes for review and comments and advance notification of approved JTR changes.
- c. Provide advice and assistance regarding procedures for the transportation and storage of personal property in the Army Mobilization and Deployment Reference (AMDR).
- d. Review requests for exceptions to the AMDR and JTR for the transportation and storage of personal property.
- e. Coordinate with DCS, G–3/5/7 on AMDR entitlements and orders standardization applicability to contingency and non-contingency operations.
- f. Review funding requirements for the transportation and storage of personal property with the Director, Army Budget Office, as tasked by the Assistant Secretary of the Army (Financial Management and Comptroller).
- g. Provide information on personnel programs that may impact the transportation and storage of personal property.

1–7. Deputy Chief of Staff, G–4

The DCS, G–4 will—

- a. Advise and assist in the establishment of policies and procedures for the transportation and storage of personal property.

- b. Represent Army on boards and committees for the transportation and storage of personal property policies, procedures, systems, and system changes.
- c. As requested by the Chief of Legislative Liaison, respond to congressional inquiries for the transportation and storage of personal property for Army Soldiers and Department of the Army (DA) Civilians.
- d. As requested by The Inspector General, respond to Inspector General inquiries for the transportation and storage of personal property for Army Soldiers and DA Civilians.

1–8. Deputy Chief of Staff, G–9

As part of the DCS, G–4 Sustaining Program Evaluation Group, the DCS, G–9 will coordinate operation and maintenance, Army appropriations funding requirements as the manager for the Management Decision Evaluation Package codes QTRN (Base Operations Transportation) and RJT0 (Army Owned Non-Tactical Vehicle Procurement).

1–9. Commanding General, U.S. Army Materiel Command

The CG, AMC will—

- a. Ensure AMC Army Sustainment Command (ASC) transportation offices are adequately staffed, and personnel are trained to provide quality service to Department of Defense (DoD) Servicemembers, DA Civilians, and their Family members to include oversight, coordination, and approval of inter-service agreement for manning joint personal property shipping offices (PPSOs).
- b. Ensure AMC ASC transportation office personnel follow the regulatory policies, procedures, and guidance for the transportation and storage of personal property for all Services.
- c. Review the Personal Property Consignment Instructions Guide. Submit weight allowance and privately-owned vehicle (POV) shipment policy changes to DCS, G–4 Transportation Policy Division for approval and submission to U.S. Transportation Command (USTRANSCOM).
- d. Provide the DCS, G–4 with plans and timelines for the consolidation and base realignment and closures of AMC ASC transportation offices.
- e. Provide the CG, USTRANSCOM and DCS, G–4 with corrective actions for deficiencies identified in staff assistance visit reports.
- f. Provide personnel from AMC ASC transportation offices to support working groups and the Defense Personal Property Program.
- g. As requested by the Chief of Legislative Liaison, respond to congressional inquiries involving transportation services operations at AMC ASC transportation offices.
- h. As requested by The Inspector General, respond to Inspector General inquiries involving transportation services operations at AMC ASC transportation offices.
- i. Provide third-party payment system oversight and assistance for transportation office household goods (HHG), non-temporary storage (NTS), and direct procurement method accounts.
- j. Coordinate and manage installation direct procurement method contracts for required services.
- k. Oversee the Commander, U.S. Army Installation Management Command, who will—
 - (1) Provide approval and funding for commander-directed local short distance moves to and from Government or privatized housing, or due to an operational service requirement.
 - (2) Provide approval and funding for NTS excess to Government quarters entitlements.
 - (3) Provide permanent change of station (PCS) orders processing standards prior to the report date.

Chapter 2

Authority

2–1. Statutory

- a. The authority for the transportation and storage of HHG for military Servicemembers is under Title 37, United States Code 37 (37 USC) and 10 USC for the transportation and storage of a POV and implementing Federal Travel Regulation (FTR), to include specific authority for AMDR deployment entitlements.
- b. The authority for the transportation of HHG and POVs for DoD Civilian employees is in the FTR, 5 USC, and 10 USC.

2-2. Regulatory

a. The JTR is the basic statutory regulation for the transportation and storage of personal property for uniformed Servicemembers. The JTR, implementing the FTR, is also the basic statutory regulation for DoD Civilians for the transportation and storage of personal property. This regulation implements Army administrative responsibilities and policies for the JTR. It may not prescribe allowances that differ in amount or type from those authorized by the JTR, unless specifically permitted.

b. Policies and procedures for performing transportation and traffic management functions for the movement and storage of personal property are governed by DTR 4500.9-R, Part IV.

c. This regulation must be used in conjunction with the JTR and DTR 4500.9-R, Part IV.

2-3. Service designated representative

The DCS, G-4 is the Secretary of the Army's designated representative for the JTR and DTR 4500.9-R, Part IV for the transportation and storage of personal property for Army Soldiers and DA Civilians. When authorized by the JTR, the DCS, G-4 is the authorization and approval authority for specific provisions unless otherwise delegated.

2-4. Delegated authority

The delegated authorities must not be changed or further delegated without permission from DCS, G-4. The delegated authority must not be provided to contractor personnel in accordance with the Office of Management and Budget Policy Letter 92-1.

Chapter 3

Administrative Requirements

3-1. Personal property counseling

a. Chiefs of Transportation Offices will ensure Servicemembers and DA Civilians are individually counseled to the maximum extent possible, including face-to-face, group, phone, or other virtual methods. Self-counseling may be used where mission or circumstances dictate. First-time movers, Soldiers in the process of separating, retirees, Bluebark, and personal safety shipments will be counseled face-to-face by transportation personnel. Transportation office personnel will advise Servicemembers and DA Civilians to—

(1) Establish an account at <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/> to access the Defense Personal Property System (DPS).

(2) Contact the USTRANSCOM Help Desk at (800) 462-2176 for assistance when log in or system error occurs.

(3) Maintain communication with the moving company to provide updated phone numbers and email addresses, as well as input into DPS before, during, and after the move.

(4) Complete the customer satisfaction survey (CSS) after each shipment delivery to rate the performance of the moving company. The customer will not receive notification to complete a CSS unless the shipment has physically delivered to a residence. The Servicemember or DA Civilian must contact the moving company to ensure that DPS is updated to reflect a shipment status of delivery complete to allow both filing a CSS and a loss or damage claim.

(5) Use DD Form 1797 (Personal Property Counseling Checklist) to record information provided during counseling, to include questionable requests or disagreements between the counselor and Servicemember or DA Civilian, as a formal record to respond to any exception to policy and Inspector General and congressional inquiries.

b. If self-counseled, Servicemembers and DA Civilians need to print, sign, and either upload DD Form 1299 (Application for Shipment and/or Storage of Personal Property), DD Form 1797, and valid orders into DPS or submit to their local installation transportation office. DD Forms are available on the Executive Services Directorate website at <https://www.esd.whs.mil/directives/forms/>.

c. When a dependent has a travel authorization to or from overseas, the dependent may apply for shipment with the Servicemember's power of attorney or informal letter of authorization, provided the shipment is to the Servicemember or employee's permanent duty station or the personal property is being placed into NTS. If the dependent requests shipment of personal property to any other place, a copy of the power of attorney or letter of authorization is uploaded into DPS with pertinent shipping documents.

d. Servicemembers and DA Civilians must be counseled on HHG, POV movement guidance, restrictions, and storage using a DD Form 1797. Review the Personal Property Consignment Instructions Guide for host country requirements (shipment authorized or restricted), provide information regarding locations of vehicle processing centers, and instruct Servicemembers and employees to verify if any recalls exist on their vehicle prior to arriving at the vehicle processing center.

e. The transportation office must advise a Servicemember or employee to contact the transportation office if, the Servicemember or employee later changes a decision made during counseling, such as deciding to ship a POV or personally procuring the transportation of HHG (see DTR 4500.9–R, Part IV for the counseling procedures).

f. Transportation offices will use DD Form 1797 for retirees and Soldiers in the process of separating.

3–2. Pamphlets and website information

a. The transportation office personnel will provide customers a hardcopy or the uniform resource locator, available at <https://www.ustranscom.mil/dtr/dtrp4.cfm>, for the following:

- (1) DTR 4500.9–R, Part IV Attachment K–1, “It’s Your Move” Armed Forces Members.
- (2) DTR 4500.9–R, Part IV Attachment K–2, “It’s Your Move” DoD Civilian Employees.
- (3) DTR 4500.9–R, Part IV Attachment K–3, Shipping Your POV.
- (4) DTR 4500.9–R, Part IV Attachment K–4, Storing Your POV.

b. For information concerning military installations, the transportation office may refer customers to the Military OneSource website (<https://www.militaryonesource.mil/moving-pcs/plan-to-move/pcs-and-military-moves/>) and to the Army Housing Online User Services (<https://www.housing.army.mil/>).

c. The transportation office personnel will also refer customers to the My Army PCS and Digital Garrison mobile applications to obtain information on entitlements, move types, move planning and scheduling, and claims process.

3–3. Professional books, papers, and equipment

a. See the JTR for the definition of professional books, papers, and equipment (PBP&E), to include which items are excluded. The Soldier and DA Civilian maximum PBP&E weight allowed is 2,000 pounds, net weight. If approved the military spouse’s maximum PBP&E weight allowed is 500 pounds.

b. DD Form 1299 must indicate the estimated weight of Servicemember, spouse, and DA Civilian PBP&E.

c. For DA Civilians, when determined prior to transportation that PBP&E may cause excess weight, the HHG may be transported as an administrative expense. A DA Civilian’s dependent spouse does not receive PBP&E.

d. PBP&E is authorized under PCS and temporary duty (TDY) orders and will be identified in personally procured moves (PPMs).

e. The PBP&E must be packed, marked, weighed separately, and correctly identified on the inventory at origin. The inventory must include the actual or constructed weight of each item. Advise the Servicemember to check the inventory carefully prior to signature to ensure that all PBP&E items are correctly annotated on the inventory sheets.

f. When scales are not available or it is not practical to weigh PBP&E, use of a constructed weight of 7 pounds per cubic foot is authorized.

g. Home school equipment is not authorized as PBP&E.

h. After-the-fact verification of PBP&E can only be accepted when a review of the Servicemember’s case file contains documented intent to declare PBP&E for themselves or a spouse. Documented intent includes declaring an estimated weight entered on DD Form 1299, or separately identified, marked, and inventoried during the move in question. When a Servicemember declares PBP&E but fails to have the transportation service provider (TSP) record and weigh the items, credit may be given if the transportation office documents the items and weight upon delivery or reviews the inventory. Verification should be at the time of or immediately after delivery and prior to unpacking of the PBP&E. This process is only to give credit to those cases that completed all actions of declaration except when the TSP fails to annotate the bill of lading (BL). The transportation office can use actual weight or construct weight of 7 pounds per cubic foot.

i. PBP&E declared in conjunction with a PPM requires the Servicemember to provide a descriptive list to the transportation office at time of counseling which is converted to an estimated weight using the 7 pounds per cubic foot method through the online weight estimator available at

<https://www.ustranscom.mil/dp3/weightestimator.cfm/>. The transportation office personnel must review the list to ensure the items qualify as Servicemember or spouse PBP&E and must provide a copy to the Servicemember as an attachment to DD Form 2278 (Application for Personally Procured Move and Counseling Checklist) and upload a copy into DPS. The list or weight estimator establishes the PBP&E weight to be added to the Servicemember's JTR weight allowance only. The transportation office computes the estimated 100 percent Government constructed cost based on a Servicemember's estimated weight to include PBP&E. Servicemembers are not required to obtain separate weight tickets for PBP&E if declared at the time of PPM counseling. The after-the-fact declaration of PBP&E after a PPM is certified or closed out is not authorized. If a Servicemember exceeds their weight allowance and has approved PBP&E weight, reimbursement or monetary allowance is based on their JTR weight allowance plus the approved PBP&E weight.

3-4. Bluebark, Wounded Warrior, and personal safety inquiries

- a. Transportation office personnel must treat the transportation and storage of personal property for Bluebark, Wounded Warriors (Servicemembers and DA Civilians), and personal safety shipments as highly sensitive. The term "bluebark" designates a personal property shipment of a deceased Armed Forces Servicemember or dependent or a DoD Civilian or dependent.
- b. Transportation office personnel must address questions concerning the transportation and storage of personal property for Bluebark, Wounded Warriors, and personal safety shipments without delay.
- c. The responsible origin transportation office personnel advises or alerts the destination transportation office personnel of impending Bluebark and personal safety shipments, to include all shipping documentation, via electronic means.
- d. The destination transportation office personnel coordinates delivery and quality assurance inspection with the authorized receiving agent.

3-5. Congressional inquiries

- a. A Servicemember or DA Civilian has the right to communicate with a Member of Congress. No person may take or threaten to take an unfavorable personnel action or withhold or threaten to withhold a favorable personnel action as reprisal for making or preparing a communication to a Member of Congress (see AR 1-20 for communication with Congress).
- b. Army transportation office personnel must direct all Army Servicemember or DA Civilian-related personal property congressional inquiries through their congressional legislative liaison office to the Army Office of the Chief of Legislative Liaison. The Army Office of the Chief of Legislative Liaison will direct the inquiry through the proper channels.
- c. Special attention must be given to compassionate or time-sensitive inquiries, such as death, injury, or illness, and other grave circumstances relating to Army Servicemembers, DA Civilians, and their Families. These cases must be given the highest priority.

3-6. Exceptions to provisions of the Joint Travel Regulations

The JTR is a direct implementation of the laws enacted by the Congress and the President and interpretations of those laws by the Comptroller General of the United States (Government Accountability Office) and Defense Office of Hearings and Appeals and has the force and effect of law. The JTR is the DoD implementation of General Services Administration (GSA) FTR that is the direct implementation of law and Government Accountability Office and GSA Board of Contract Appeals interpretations. There is no authority to grant an exception or a waiver to any JTR provision, except as described by the JTR.

3-7. Exceptions to policy requests and cases for review

Soldiers and DA Civilians route exception to policy requests and cases for further review through the transportation office personnel with all supporting documentation. Transportation office personnel will provide a recommendation to DCS, G-4. The recommendation must not be made by contractor personnel.

- a. Exception to policy requests and cases for Soldiers and DA Civilians assigned to embassies must be submitted through Department of State to DCS, G-4.
- b. Soldiers and DA Civilians may request DCS, G-4 to review a decision made by transportation office personnel.
- c. For transportation office personnel located east of the Mississippi River the exception to policy mailbox is usarmy.pentagon.hqda-dcs-g-4.mbx.hhg-east@army.mil.

d. For transportation office personnel located west of Mississippi River, the exception to policy mailbox is usarmy.pentagon.hqda-dcs-g-4.mbx.hhg-west@army.mil.

3–8. Army Board for the Correction of Military Records

a. Title 10, USC authorizes the Secretary of the Army to correct errors or injustices in military records. This law gives a Servicemember the right to apply to appeal an exception to policy decision to the Army Board for the Correction of Military Records (see AR 15–185 for the eligibility requirements and time limits).

b. It is the Servicemember's responsibility to provide documentation and evidence to support their contention of error or injustice, to include any type of indebtedness. The Servicemember must exhaust all other administrative remedies before appealing the case to the Army Board for the Correction of Military Records and include the denial of the request with the application (DD Form 149 (Application for Correction of Military Record Under the Provisions of Title 10, U.S. Code, Section 1552)).

3–9. The Overseas Tour Extension Incentive Program

Transportation of HHG and a POV are not authorized for personnel participating in the Overseas Tour Extension Incentive Program (see AR 614–30 for additional policy).

3–10. Excess charges

a. The transportation office personnel must notify the Servicemember immediately concerning excess costs for HHG weight, distance, and special services. When the actual shipment weights are unknown, the transportation office personnel must advise the Servicemember that the excess cost is estimated, and the shipment may be subject to additional excess cost collection when the actual shipment or storage weights are known. When the weight of the HHG in NTS plus the weight of the HHG transported on the same orders exceeds the Servicemember's authorized weight allowance, the Servicemember is financially responsible for the excess cost.

b. The Defense Finance and Accounting Service (DFAS)-Indianapolis personnel issue debt notices to Soldiers and DA Civilians who exceed their maximum weight allowance for all HHG transported under the same set of PCS orders.

c. The transportation office personnel pursue collection action by issuing DD Form 139 (Pay Adjustment Authorization) for any special routing and services for the transportation and storage of HHG incurred by Soldiers and DA Civilians, such as attempted pickup or delivery charges due to negligence, higher cost transportation mode, special crating, excess distance or long delivery, transportation of unauthorized items, and NTS fees above the maximum weight allowance. The transportation office personnel also identify in DPS "Paying Officer Review" for Servicemembers and DA Civilians when excess costs could incur.

d. When excess cost is paid prior to the HHG shipment, storage, or delivery, finance office personnel issue a DD Form 1131 (Cash Collection Voucher) with certified check, cashier's check, or money order payable to the U.S. Treasury. Annotate the shipment documents with the amount paid by the Servicemember.

e. When excess cost cannot be paid prior to HHG shipment, storage, or delivery for Regular Army Soldiers, the transportation office personnel must submit DD Form 139 with a copy of the orders, cost computation, and shipment or storage documentation for Regular Army to the finance office.

f. When excess cost cannot be paid prior to HHG shipment, storage, or delivery for Soldiers in the process of separating or retirees, the transportation office personnel must submit DD Form 139 with a copy of the orders, cost computation, shipment or storage invoice documentation, debt certification statement, valid line of accounting, and due process letter (Servicemember notified of the debt) to Debt and Claims Management, DFAS-Indianapolis available at <https://www.dfas.mil/dfas/askdfas/>.

g. Shipments must not be held due to non-payment of excess cost.

h. DA Civilians should submit DD Form 139 with supporting documentation to the DA Civilian's payroll office.

3–11. Remission or cancellation of indebtedness

A Regular Army Soldier indebted to the Government may request the debt be remitted or cancelled based on hardship, injustice, or both (see AR 600–4 for the DA Form 3508 (Application for Remission or Cancellation of Indebtedness) processes).

3-12. Airlift of household goods

a. HHG shipment by air to, from, or between hard-lift areas by Air Mobility Command Transportation Priority (TP)-4 does not require prior approval. Validation of hard-lift areas must be completed through the Personal Property Consignment Instructions Guide. Air Mobility Command TP-4 are airlifted on a space available basis at surface competitive rates. HHG shipments move as Air Mobility Command TP-4 when it best meets the need of the Servicemember or employee without incurring storage in transit (SIT) costs at destination. Space required airlift of HHG is not authorized for retirees or Soldiers in the process of separating. Shipments returning from outside the continental United States (OCONUS) points destined for continental United States (CONUS) NTS cannot be routed through Air Mobility Command TP-4.

b. Air Mobility Command TP-2 airlift for all inter-theater HHG shipments is authorized for Servicemembers and employees OCONUS unless the Servicemember or employee has a TDY, leave, or delay in-transit of more than 30 days. Under those circumstances, ship HHG by surface. Air Mobility Command TP-2 airlift to any other area (except inter-theater) requires prior approval to DCS, G-4. The transportation office initiates the request that includes the following:

- (1) The Servicemember's or employee's name, grade, and DoD identification number.
- (2) The shipment origin and destination address, to include the military installations.
- (3) Pickup date and required delivery date.
- (4) Pieces, weight, and cube.
- (5) Original code of service, name of TSP, and BL number.
- (6) Circumstances obtained from the origin transportation office resulting in the inability to move by surface, to include, as applicable, TSP delay in delivery to port, port processing delays, ship availability (past and anticipated), origin joint PPSO failure to comply with applicable routing guide, port agent deficiency, failure to effect shipment from origin, or other pertinent data.
- (7) Specific hardships experienced by the Servicemember, employee, or Family and whether a housing loaner kit is available and used. General statements such as "Servicemember/employee/Family is in dire need, or has quarters, or past required delivery date" are insufficient to justify airlift.
- (8) Requests for airlift of a Civilian employee's HHG must include the authority to cite the specific allowance from the order's issuing authority.

c. Transportation office personnel will counsel Servicemembers and DA Civilians regarding the extremely high cost of Air Mobility Command TP-2 movement in the event of excess weight and allow them the option of the less cost surface transportation. This option must be made before the shipment departs from origin.

3-13. Quality assurance inspections

a. DTR 4500.9-R, Part IV requires a minimum physical inspection standard of not less than 50 percent of all inbound and outbound personal property shipments within the transportation office's area of responsibility; however, Army policy mandates a higher inspection rate to improve industry performance and customer satisfaction. The Army standard is 100 percent inspection for Army shipments at locations where the Army has the service lead, via physical and virtual means.

b. A personal property shipment includes any inbound or outbound DPS or Transportation Operational Personal Property Standard System shipment, which may include HHGs, NTS, direct procurement method, and unaccompanied baggage (UB) shipments. This standard does not include PPM.

c. This standard does not apply to DoD installations where the Army has no inspection mission, as it is not an ASC-funded baseline service. Physical inspection may not always be feasible due to system limitations, including lack of shipment visibility or no-notice delivery; distance limitations, including geographic area of responsibility; hiring challenges or vacancies; or public health issues. It is expected offices will maximize the rate of physical inspection and perform a virtual or telephonic inspection when a physical inspection is not feasible. For occasions when physical inspections are not feasible, inspections can be telephonic and/or virtual; however telephonic/virtual inspections will not count toward meeting the 50 percent standard. A physical inspection should still be prioritized over virtual, even if inspection can only be scheduled after the delivery has occurred. Transportation office personnel should coordinate with local leadership, empowering offices to determine where to assume risk, and assign priority to shipments requiring physical inspection, if 100 percent physical inspection is not possible.

- (1) Bluebark shipments/personal safety moves.
- (2) Trouble calls.
- (3) Special attention shipments as defined by the transportation officer.

- (4) Routine inspections.
- (5) Witness reweighs.
- (6) Warehouse inspections.

d. Information technology equipment will be provided to maximize remote data entry capability. An inspection is considered complete at origin and destination when DD Form 1780 (Shipment Evaluation and Inspection Record) is accurately documented as physical or virtual in DPS.

e. Inspectors will complete annual quality assurance training available at <https://www.milsuite.mil/book/groups/ppqa-quality-assurance-training/>.

3–14. Specialized procedures

Army transportation office personnel must follow the procedures in DTR 4500.9–R, Part IV, Chapter A – 410 for unusual occurrences, deceased customers, TSP bankruptcy/revocation/disqualification, emergencies involving shipments in NTS, and mold prevention and remediation. In addition, as soon as possible, the transportation office personnel must contact the responsible Army field sustainment brigade or ASC headquarters and provide situation reports as required.

3–15. Army transportation account codes

Policy for the use of transportation account codes (TACs) is available at https://www.ustranscom.mil/dtr/part-ii/dtr_part_ii_app_v_6.pdf. The DCS, G–4 and the CG, ASC will distribute a copy of the TAC/Movement Designator Code Crosswalk and DPS Army PCS Quick Reference Tool upon receipt from the Army Budget Office each year.

3–16. Payment to transportation service provider or agent when services rendered and movement is cancelled

Normally, services are ordered, Government funds are obligated, and line-haul movement is made. In accordance with existing policy, if movement is cancelled, the Government must pay the TSP or agent for services rendered up to the movement cancellation. Normally, the transportation office personnel will not cancel the BL if issued. Typically, the transportation office personnel will obtain the invoice or DD Form 619 (Statement of Accessorial Services Performed), certify services performed at origin, annotate the BL that no line-haul was involved, and provide a brief explanation as to why movement was cancelled. In accordance with existing policy, if a BL was not issued, required, or cancelled, the transportation office personnel obtains an invoice and DD Form 619, certifies services performed at origin, and annotates the invoice with the reason shipment was cancelled and why payment is required with orders to the servicing DFAS.

3–17. Routing and mode selection of domestic shipments weighing 1,000 pounds or less

Transportation office personnel may use the direct procurement method to move domestic shipments estimated to weigh 1,000 pounds or less when the capability exists at both origin and destination and is cost effective to the Government in accordance with USTRANSCOM personal property advisory guidance.

3–18. Personal Property Claims Quick Reference Guide, Army Military Claims Office or Center for Personnel Claims Support, and inconvenience claims

a. Transportation office personnel assist Servicemembers with claim processing information during counseling by providing a copy of the Personal Property Claims Quick Reference Guide (available at <https://www.militaryonesource.mil/moving-pcs/plan-to-move/pcs-and-military-moves/>) and the ABCs of Claims (available at <https://www.jagcnet.army.mil/apps/pclaims/pclaimspublic.nsf/>). The Servicemember may also contact the Army Military Claims Office or Center for Personnel Claims Support in Fort Knox, Kentucky, by email at usarmy.knox.hqda-otjag.mbx.cpcs@army.mil or by phone at (502) 626–3000 for information concerning loss and damage, or ask to speak to the claims advisor assigned to select Army PPSOs.

b. An inconvenience claim is authorized and payable by the moving company, if defined by the tender of service, contract, or performance work statement, when the moving company fails to pick up a shipment upon the agreed date; the moving company fails to deliver on or before the required delivery date, provided the Servicemember is in possession of residence and available to receive the delivery; or when a shipment cannot be delivered out of storage within 5 Government business days (10 Government business days during peak season, June 15–August 15) (see <https://www.militaryonesource.mil/moving->

pcs/plan-to-move/pcs-and-military-moves/ and DTR 4500.9–R, Part IV for procedures). The transportation office personnel will assist the customer with filing an inconvenience claim with the moving company.

3–19. Abandoned or unclaimed privately-owned personal property

See DoDM 4160.21–M for the policy and procedures for abandoned or unclaimed personal property in Government-owned or Government-leased quarters and unaccompanied personnel housing.

3–20. Homebase/Advance Assignment Program

a. The intent of the Homebase/Advance Assignment Program (HAAP), in accordance with AR 614–200, is to reduce PCS costs and to increase stability for Soldiers and their Families. The Servicemember participates in HAAP with the understanding that the Servicemember is not expected to use HHG allowances except for HHG shipped to the overseas area for the Servicemember.

b. Transportation office personnel must not prohibit HHG transportation for Servicemembers under a HAAP. When HHG transportation is requested to a location other than the one authorized as the HAAP location in the PCS orders, the transportation office personnel must forward a copy of the PCS orders and shipment documentation to the Soldier's Military Personnel Division to determine if an amendment is authorized.

3–21. Home of record

To request a home of record change, a Soldier must submit a written request with their full name, DoD identification number, and the place to which they want the home of record changed to the Soldier's Military Personnel Division. The request should include any documentation that is not already on file in the Soldier's official military personnel file to support the request (see AR 601–280 for the authority to act on claims of erroneous entries on reenlistment documents).

3–22. Personal Property Consignment Instructions Guide country instructions

a. Changes to the Personal Property Consignment Instructions Guide must be authorized or coordinated with the CG, ASC and DCS, G–4 or DCS, G–1 (DAPE–PRC) prior to submitting the change to USTRANSCOM.

b. The CG, ASC and DCS, G–4 for other than ASC managed offices will ensure Army information in the Personal Property Consignment Instructions Guide for the CONUS and OCONUS locations and transportation offices is current and changes are made in a timely manner.

3–23. Contingency and deployment policy

a. The policy for the transportation and storage of HHG and POVs in conjunction with a contingency is provided in the AMDR available at <https://api.army.mil/e2/c/downloads/2022/06/01/5abfc55e/amdr-2022.pdf>.

b. Co-mingling personal property with the transportation of unit cargo equipment is not authorized. When identified, the Servicemember or DA Civilian to whom the personal property belongs is responsible for the transportation costs.

3–24. Customer satisfaction survey

a. Transportation office personnel must provide all customers moving HHG under the DoD Personal Property Program information on the importance of completing the CSS and highly encourage customers to complete the CSS.

b. Transportation office personnel will review USTRANSCOM-provided CSS data on Government services and provide recommendations on improving operations through their chain of command.

Chapter 4

Household Goods Shipment and Storage Under Temporary Duty Orders

4–1. General

a. Transportation office personnel must advise Servicemembers on claims and the CSS (see paras 3–18 and 3–24).

b. Personally procured transportation of the TDY weight allowance is authorized.

- c. See paragraph 3–3 for PBP&E.

4–2. Household goods shipment under a temporary duty authorization order

a. See the JTR for maximum TDY weight allowances. Authorization should be indicated in the Servicemember's order to ship a specific amount of HHG. However, a PCS with TDY en route order need not contain the specified amount authorized for shipment unless additional weight is authorized in accordance with secretarial process. On a case-by-case basis, the secretarial process may authorize a higher TDY HHG weight allowance, up to 1,000 pounds, for a Servicemember below grade O–7. The higher weight allowance may be authorized when failure to increase the TDY weight allowance would create a significant hardship for Servicemember. The Servicemember must provide a written request to the transportation office. The transportation office personnel must submit the request to DCS, G–4 for approval.

b. A Servicemember may personally procure the transportation of the TDY weight allowance in accordance with the JTR.

c. Servicemembers supporting contingency operations in an active TDY or temporary change of station (TCS) status for more than 90 days are authorized a TDY weight allowance, excluding Servicemembers serving in a designated hostile fire or imminent danger pay areas.

d. Deployment and contingency orders do not include a line of accounting authorized for payment of HHG transportation fees. The deployment and contingency orders contain a movement designator code beginning with "PME" or "PMO," which will not be used for payment of HHG shipment fees. Transportation office personnel need to request funding from ASC headquarters via email to usarmy.ria.asc.list.oco-personal-property@army.mil. If CG, ASC does not provide a funding memo, the Servicemember's unit will need to request a funding memo from their command to pay for HHG transportation fees. OCONUS shipments must be processed through the transportation office.

4–3. Household goods improperly transported or misdirected

When, through no fault of the Servicemember, an HHG shipment is misdirected or otherwise separated from a Servicemember, the transportation office personnel must document the incident and route the shipment to the proper destination as expeditiously as possible.

4–4. Called or ordered to active duty

a. In accordance with the JTR, there is no authority for HHG transportation if called or ordered to initial active duty for training for less than 20 weeks or called or ordered to active duty for less than 20 weeks, or less than 20 weeks at any one location.

b. See the JTR for SIT limitation.

c. See the JTR for NTS limitation.

4–5. Indeterminate temporary duty

Indeterminate deployment applies when a Servicemember's deployment order does not provide for return to the permanent duty station and the deployment is more than 20 weeks at one location or the order does not specify or imply any limit to the period of absence from the permanent duty station. Transportation of HHG from the permanent duty station to any combination of the following must be in the orders:

a. TDY location.

b. Any CONUS point.

c. Other location authorized for dependent travel by DCS, G–1 (DAPE–PRC).

d. Ordered on a PCS with TDY en route or ordered on a PCS while TDY.

e. NTS under the JTR.

4–6. Storage in transit and special storage of household goods by a Servicemember

a. *Storage in transit allowances.* The joint PPSO storage management personnel are delegated the authority to authorize or approve SIT not to exceed 30 days for a Servicemember on TDY or deployment orders for 90 days or less when SIT is required for reasons beyond the Servicemember's control. The Servicemember must submit a written request with supporting documentation to the transportation office for additional storage beyond 30 days to DCS, G–4.

b. *Special storage.* TDY or deployment for 91 days or more or an indefinite period. Storage in conjunction with a contingency is authorized under the provisions of the AMDR.

c. *Deployment and contingency orders.* Deployment and contingency orders do not include a line of accounting authorized for payment of HHG storage fees. The deployment or contingency orders contain a movement designator code beginning with "PME" or "PMO," which will not be used for payment of storage fees. Transportation office personnel need to request funding from ASC headquarters at usarmy.ria.asc.list.oco-personal-property@army.mil. If CG, ASC does not provide a funding memo, the Servicemember will need to request a funding memo from their command to pay for storage fees.

d. *Funding.* Unit commander willingness to fund storage does not automatically provide a storage allowance. Storage may not be authorized if the Servicemember is receiving basic allowance for housing unless there is a documented mission requirement for the storage rather than storage for personal convenience.

e. *Time limit.* Storage at Government expense terminates not later than 90 days after TDY completion.

4-7. Breast milk transportation costs

Policy regarding the expenses associated with the transport of breast milk expressed by a Servicemember or DA Civilian while on TDY travel in accordance with the FTR is as follows:

a. Breast milk shipment may be authorized as a travel accommodation for a special need.

b. Breast milk shipment may only be authorized for TDY longer than 3 calendar days and up to 24 months from the date the Servicemember or DA Civilian gave birth.

c. Authorized expenses may be reimbursed up to a maximum of \$1,000 per TDY trip only when authorized in advance on the travel authorization and accompanied by all valid receipts (\$75.00 minimum not applicable).

d. Expenses may include the following or related fees: commercial shipping fees, excess baggage, storage bags or containers, cold shipping packages, refrigeration, and transportation. Expenses may not include the cost of a rental car.

Chapter 5

Permanent Change of Station Household Goods Transportation and Storage

5-1. Basic transportation

a. *Government's maximum obligation.* The Government's maximum HHG transportation obligation is limited to the cost of transporting the Servicemember's maximum HHG weight in one lot between authorized locations at the Government's best value cost or overall lowest cost (see the JTR for authorized locations). When Servicemembers exhaust their JTR weight allowance, new shipments with additional weight at Government expense or by Government arrangement is prohibited. However, if the Government's maximum obligation has been exceeded but the Servicemember has not exceeded their weight allowance, shipment of remaining allowances is subject to excess cost. After issuance of a new PCS order, allowances under a prior PCS order cease to the current permanent duty station, except as referred to as "combination of orders." Such shipments may only be made from a former permanent duty station or authorized location to which previously shipped at Government expense. The HHG should have been acquired before the effective date of the orders used in the combination of orders. The authorized weight allowance is the unused balance in effect on the effective date of the previous orders. Transportation offices must counsel all customers on claims and CSS (see paras 3-18 and 3-24). Army OCONUS commanders must request the prohibition of the transportation of specific HHG items, the inclusion of additional items for administrative weight locations, or administrative weight allowance increases to DCS, G-4 for DCS, G-1 (DAPE-PRC) review and approval prior to update of the Personal Property Consignment Instructions Guide with USTRANSCOM. Shipments in storage that have been converted to the Servicemember's expense are authorized delivery out of storage to the local area at Government expense prior to the expiration of the orders. The Servicemember must have an authorized extension and the PCS or TDY orders must be valid for funding. UB weight is part of the Servicemember's authorized HHG weight allowance. The maximum weight of UB transported by the Government is 2,000 pounds (net weight), excluding the weight of PBP&E transported with the UB. When the total weight of UB transported exceeds 2,000 pounds (net weight), excluding the weight of PBP&E, the cost of transporting the excess UB weight is the Servicemember's financial responsibility. When the expedited mode is by commercial air (not Air Mobility Command), a maximum of 1,000 pounds (net weight) may be transported. UB transportation is authorized by an expedited mode, such as small shipment services, when necessary to enable a Servicemember to carry out assigned duties or to prevent undue financial hardship.

b. Exceptions to the authorized weight allowances. Transportation office personnel must submit requests and supporting documentation for an increased weight allowance for financial hardship, not to exceed 18,000 pounds, for Servicemembers below the pay grade O-6 for approval. The supporting documentation must validate a financial hardship for the Servicemember or the Servicemember's dependents. Requests are reviewed on a case-by-case basis. Authorizations are for one time only. If required, a new request must be submitted for the next PCS.

5-2. Firearm transportation

Firearms may be transported with HHG subject to restrictions imposed by the state, territory, district, or foreign country. Consult the Personal Property Consignment Instructions Guide for host country requirements and restrictions. Transportation may result in a frustrated shipment, firearms confiscations, and potential legal concerns for the Servicemember.

5-3. Household goods transportation not allowed

a. The transportation office personnel may approve the transportation of HHG when the HHG shipping transit time uses a portion (30 days or less) of the 12 months at the OCONUS permanent duty station.

b. The transportation office personnel must submit approval requests for transportation of HHG when the HHG shipping transit time uses more than 30 days of the 12 months at the OCONUS permanent duty station to DCS, G-4.

5-4. Personally procured household goods transportation and non-temporary storage

An eligible Servicemember (for example, a Servicemember or next of kin in the case of a Servicemember's death) can personally arrange for transportation or NTS of HHG. The Government's cost limit is based on the Servicemember's maximum authorized weight allowance in one lot between authorized locations at the Government's best value cost. The monetary allowance is equal to 100 percent of the Government constructed cost for actual weight moved up to the maximum authorized weight allowance. Personally procured transportation and NTS may be in conjunction with a Government-arranged move. When a Servicemember is directed in writing by a transportation office to personally procure transportation due to industry capacity constraints (blackouts or saturation) and non-availability of Government-provided transportation, the transportation office personnel will provide a memorandum of non-availability to the Servicemember that authorizes reimbursement of actual costs for shipment and storage up to the Servicemember's maximum authorized weight allowance. The origin transportation office retains copies of all memorandums of non-availability and provides a copy to ASC headquarters at usarmy.ria.asc.list.spo-personal-property@army.mil who will notify DCS, G-4 Transportation Policy Division. This method can lead to extreme high costs and should only be applied in circumstances where the transportation office exhausted all possible avenues for transportation to include short-term NTS.

5-5. DD Form 2278 and memorandum of non-availability

a. The transportation office personnel must prepare and certify DD Form 2278, and if applicable, memorandum of non-availability for reimbursement. The transportation office personnel must check all personal property systems for the weight of all Government-arranged shipments and other PPMs under the same orders to ensure that the Servicemember does not exceed the maximum weight allowance. The transportation office includes a Servicemember's list of PBP&E declared at time of counseling converted to an estimated weight using the 7 pounds per cubic foot method.

b. The transportation office counselor must certify DD Form 2278 or memorandum of non-availability within 10 Government business days after receipt of all required documents. When a memorandum of non-availability is required, the origin transportation office should initiate and close out DD Form 2278 and send documentation to DFAS Rome at dfas.rome.jft.mbx.milpcs@mail.mil. In all other cases, the destination transportation office will close out DD Form 2278 and send documentation to DFAS Rome at dfas.rome.jft.mbx.milpcs@mail.mil.

5-6. Personally procured move transportation and non-temporary storage-counseling

a. The transportation office personnel must provide Servicemembers information on the move types, monetary allowances, PBP&E, and advance payment of the operating allowance.

b. The transportation office personnel must advise a Servicemember to obtain counseling and DD Form 2278 before completing a PPM.

- c. The transportation office personnel must not advise a Servicemember to obtain counseling and DD Form 2278 after completing a PPM.
- d. The transportation office personnel must advise a Servicemember that PBP&E is declared by a descriptive list provided at time of counseling which is converted to an estimated weight using the 7 pounds per cubic foot method through the online weight estimator at <https://www.ustranscom.mil/dp3/weightestimator.cfm>.
- e. The transportation office personnel must advise Soldiers that an advance operating allowance is not authorized if they have a Government travel charge card.
- f. Advance payments for Soldiers who have separated and for retirees is not authorized after separation.
- g. The transportation office personnel must advise a Servicemember of their responsibility for excess cost (see the JTR).
- h. The transportation office personnel must provide Servicemembers the location of Government and commercial scales in the vicinity of the transportation office.
- i. The transportation office personnel must advise Servicemembers that certified loaded weight tickets are required.
- j. The transportation office personnel must provide Servicemembers information on the type of vehicles authorized for a PPM.
- k. The transportation office personnel must advise Servicemembers concerning the documentation requirements to personally procure the transportation of alcoholic beverages.
- l. The transportation office personnel must advise Servicemembers concerning the use of foreign flag carriers.
- m. The transportation office personnel must advise Servicemembers what documents are required to certify and where to submit the documents.
- n. The transportation office personnel must advise a Servicemember to retain the original copies of weight tickets and receipts for rental contracts, moving supplies, gas, tolls, and lodging. The weight tickets are used in the PPM calculation. The receipts are not used in the PPM calculation but are used by DFAS Rome to compute the moving operating expenses for tax purposes.
- o. The transportation office personnel must advise a Servicemember not to mail or drop off the original copies of weight tickets, receipts, or rental contracts with the transportation office or DFAS Rome. The Servicemember should always keep a copy of all documents for their records.
- p. The transportation office personnel must advise the Servicemember that DFAS Rome will pursue collection action to recoup any advanced operating allowance received if the requirements to close out or certify their PPM are not completed.

5–7. Types of vehicles

- a. A Servicemember may use a direct hire or rental of a conveyance with or without operator. The Servicemember must provide a copy of the rental agreement. The rental agreement must show dates rented and returned and pickup and destination locations and it must specify type of equipment rented and total amount paid.
- b. There are no restrictions on the type of POV and privately-owned conveyance (POC) used to transport the HHG; however, a privately-owned airplane is not an authorized method. The Servicemember must provide the transportation office a copy of the POV or POC title or registration. The transportation office may authorize the use of a borrowed POV or POC when the Servicemember provides a letter from the owner authorizing the Servicemember to use the POV or POC. An advance operating allowance is not authorized when a POV or POC is used to move the HHG.
- c. A Servicemember who uses a personally-owned utility trailer may claim the weight once per move if it meets the JTR definition as single axle, no more than 12 feet long or 8 feet wide, with side rails or body less than 28 inches high and ramp or gate less than 4 feet high unless detachable. The weight of the utility trailer applies one time if it used as a conveyance for multiple trips in connection with a move. The Servicemember must provide the transportation office a copy of the registration or title or bill of sale for the trailer. If the Servicemember is not claiming the weight of the borrowed trailer used, proof of ownership is not applicable.
- d. An automobile, truck, van, aircraft, mobile home, recreational vehicle, camper, camping trailer, fifth wheel camper, self-propelled recreational vehicle, and low-speed vehicle do not meet the HHG JTR definition and the weight of each cannot be claimed on a PPM. A recreational vehicle, camper, camping

trailer, fifth wheel camper, or self-propelled recreational vehicle is not a mobile home. The HHG that are not built into or installed with each of the above vehicles can be claimed with weight tickets for a PPM move.

e. A Servicemember can claim the weight of a personally-owned car-top carrier and the HHG inside of the car-top carrier. The weight of a rented or a car-top carrier not owned by the Servicemember is not authorized.

f. The use of a Government-owned or Government-leased vehicle is not authorized.

5–8. Personally procured transportation and non-temporary storage - insurance and loss and damage claims

The Servicemember is responsible for obtaining insurance for the rental vehicle, POV, POC, TSP, or moving company and small package services for loss and damage. DFAS Rome, in conjunction with Internal Revenue Service guidelines, determines if insurance cost is reimbursable. It is recommended that the Servicemember contact the Army Military Claims Office or Center for Personnel Claims Support via email at usarmy.knox.hqda-otjag.mbx.cpcs@army.mil or by phone (502) 626–3000 for information concerning loss and damage due to accidents, fire, and theft in conjunction with a PPM.

5–9. Commercial storage facilities

A commercial storage facility is any commercial fee-for-service facility, open to the public for daily or long-term storage of HHG or POVs. A private residence, garage, shed, lot, or yard does not constitute storage at a commercial facility.

5–10. After the fact - personally procured move

a. *Paid invoice but no weight tickets and no invoice based on cubic feet used.* When a Servicemember contracts transportation or NTS (vehicle, TSP or moving company, or commercial storage facility) and did not contact a transportation office for counseling and receive DD Form 2278 prior to conducting a PPM, the transportation office personnel will authorize an after-the-fact actual cost reimbursement not to exceed the 100 percent Government constructed cost for the estimated HHG weight transported or stored up to the Servicemember's maximum weight allowance. The Servicemember must complete an online weight estimator at <https://www.ustranscom.mil/dp3/weightestimator.cfm/> for an actual cost reimbursement not to exceed the 100 percent Government constructed cost for the estimated weight. The Servicemember must provide a paid receipt for personally procured transportation or NTS (vehicle, TSP or moving company, or commercial storage facility) and any other move-related receipts. The transportation office personnel must provide the Servicemember a certified DD Form 2278 and a memo limiting actual cost reimbursement not to exceed the 100 percent Government constructed cost to DFAS Rome at dfas.rome.jft.mbx.milpcs@mail.mil.

b. *Weight tickets or paid invoice based on cubic feet used.* When a Servicemember did not contact a transportation office for counseling and did not receive DD Form 2278 but has certified weight tickets or a paid invoice based on cubic feet used for the transportation or NTS of HHG, the Servicemember is authorized payment of a monetary allowance equal to 100 percent of the Government constructed cost for the actual HHG weight transported or stored not to exceed the Servicemember's maximum weight allowance. The transportation office personnel must provide the Servicemember a certified DD Form 2278 and a memo authorizing the 100 percent Government constructed cost to DFAS Rome at dfas.rome.jft.mbx.milpcs@mail.mil.

c. *Situations beyond the Servicemember's control.* When a Servicemember was unable to obtain counseling (in person or online); did not receive DD Form 2278; did not get weight tickets; and has no paid receipts for contracted transportation or NTS (vehicle, TSP or moving company, or commercial storage facility or moving supplies) for reasons beyond their control (for example, family emergency or short notice orders), the transportation office personnel must advise the Servicemember to submit an exception to policy. The Servicemember's exception to policy request must include documentation to justify or validate reasons beyond their control for not obtaining counseling or weight tickets and complete an online weight estimator at <https://www.ustranscom.mil/dp3/weightestimator.cfm/>. The Servicemember's estimated PPM weight will be compared to any previous HHG shipments with weight tickets, if available. If there are no previous HHG shipments with weight tickets, the transportation office can perform a constructed weight with a quality assurance visit and include that documentation with the Servicemember's exception to policy to DCS, G–4 for a decision.

5-11. Establishing household goods weight

a. The transportation office personnel must emphasize that legible weight tickets are mandatory for personally procured HHG and NTS. It is the Servicemember's responsibility to obtain the weight tickets and advise the contracted TSP or moving company to provide weight tickets which are required to receive the 100 percent monetary allowance of the Government constructed cost. Weight tickets must be obtained from certified Government, commercial, or public scales. It is the Servicemember's responsibility to plan to have the HHG weighed during the weigh station facility hours of operation and prior to holiday closings and to determine in advance which facilities are open or closed. Weigh stations can be found at <https://www.publicscaleslocator.com/>. It is to the Servicemember's financial benefit to extend the rental truck delivery date to obtain a full weight ticket from an origin or destination weight station regardless of the extended travel distance to that weight station.

b. Weight tickets should include name and location of the scale; date of each weighing; identification of weight entries as tare, gross, or net weight; and license plate number, make, model for any POVs, trailers, rental vehicles, or commercial vehicles used. A weight ticket may show both the gross and tare weight on one ticket. Axle scale weights are authorized unless restricted by local or state laws. Weight tickets that do not contain all data elements listed above but appear valid and reflect actual weight moved are to be processed for the 100 percent monetary allowance when verified by the transportation office.

c. Use of on-line commercial standard empty weights for rental vehicles and vehicle registration weights for POVs and trailers showing the make, model, and year is authorized with conducting a PPM move. Full weight tickets will still be required to document the actual weight of HHG moved. Servicemembers can elect to obtain an empty weight ticket if they believe the commercial standard empty weight is incorrect.

d. The transportation office personnel may authorize the use of constructed weights for moves between unaccompanied personnel housing and Government or privatized housing when certified scales are not located on the installation or within a reasonable distance in the vicinity of the installation. The use of constructed weights must be authorized by the transportation office prior to the transportation or NTS of the HHG.

e. For constructed weights, the Servicemember must complete an online weight estimator at <https://www.ustranscom.mil/dp3/weightestimator.cfm/>. The transportation office personnel must review the weight estimator to ensure all the items are HHG. The transportation office personnel must compare the constructed weight to any previous HHG shipments with weight tickets, if available. When the weight estimator constructed weight is 2,000 pounds or more than any previous HHG shipments, the Servicemember must justify the weight increase. The transportation office personnel will determine the reasonableness of the constructed weight claimed and may elect to perform a constructed weight with a quality assurance visit.

f. When weight tickets are unavailable due to theft, the claim must include a police report supporting the incident.

5-12. Combining weight allowances for dual military couples

a. The authorized weight allowances may be combined for personally procured HHG transportation or NTS. The Servicemembers may request the transportation office prepare one DD Form 2278 for a combined weight PPM. Both Servicemembers are required to sign DD Form 2278 and a copy of each order is required for a combined weight PPM.

b. The Servicemembers may request an individual PPM with a separate DD Form 2278. Separate weight tickets and receipts (expenses) are required for each Servicemember's PPM. Co-mingling of weight tickets and receipts (expenses) is not authorized.

5-13. Personally procured move – permanent change of station with temporary duty en route or while on temporary duty

The transportation office personnel must advise the Servicemember that a certified full weight ticket is required for each segment of the PCS with TDY from one installation to next. Only one certified empty weight ticket for the same POV is required.

5–14. Alcoholic beverage transportation

a. Alcohol may be transported with HHG subject to restrictions imposed by the state, territory, district, or foreign country. Consult the Personal Property Consignment Instructions Guide for host county requirements and restrictions.

b. Personally procured transportation and Government-arranged transportation of alcoholic beverages are not authorized unless the Servicemember provides a copy of the final destination state's permit, paid invoice for the state taxes, or a letter of exemption from the state Alcohol Beverage Control (ABC) Board at the time of counseling. It is the Servicemember's responsibility to obtain the state ABC Board documentation. Refer the Servicemember to <https://www.ttb.gov/wine/alcohol-beverage-control-boards/> for individual state ABC Board requirements and additional information. The transportation office must retain a copy of the state ABC Board documentation or non-foreign or foreign country email or correspondence and attach a copy to the Servicemember's copy of DD Form 2278.

c. The transportation office counselor will include a memo with the DD Form 2278 stating self-procured movement of "alcoholic beverages," the destination state or country, date of the state or country permit, permit number, date of the letter of exemption from the state ABC board, or the U.S. Embassy reply.

d. Special routing and services (for example, special packing, crating, or climate control) are not authorized.

e. Personally procured transportation of alcohol beverages as UB and under TDY orders is not authorized.

f. NTS of alcoholic beverages is not authorized.

g. When a state requires the shipment of alcohol beverages to an ABC Board state liquor store in care of the purchaser, the Servicemember must personally procure the transportation. Government-arranged transportation is not authorized. After receipt of the shipment, the Servicemember must provide the paid invoice and documentation from the ABC Board releasing the shipment to the Servicemember to the transportation office. The transportation office must issue the Servicemember a letter of reimbursement of actual transportation costs not to exceed the Servicemember's authorized weight allowance.

h. For shipments to the United States, the transportation of alcoholic beverages must conform to 27 USC 122. The shipment or transportation, in any manner or by any means from one state, territory, or district of the United States or from any foreign country into any state, territory, or district of the United States in violation of any law of the state, territory, or district of the United States is prohibited. The state laws for the transportation of alcoholic beverages vary. The Government constructed cost will always be 100 percent of the surface Code 4 rate.

i. Federal and state taxes and permit fees and duties from United States Customs are the Servicemember's responsibility and are not reimbursable. Alcoholic beverages may not be imported into the United States by mail, and United States Customs cannot release alcoholic beverages in violation of the laws of the state where it is entered. State laws vary from state to state and by county within a state.

j. For shipments to or from OCONUS areas and foreign countries, the Personal Property Consignment Instructions Guide provides information on individual country alcoholic beverage import and export requirements.

k. When the import and export requirements are not specifically stated, the Servicemember must request information from the U.S. Embassy in the country and provide a copy of the reply to the transportation office at the time of counseling. If the United States Embassy advises there are no restrictions, duties, or tariffs for the shipment of alcoholic beverage into the country, personally procured transportation or shipment with Government-arranged transportation is authorized. The request for information must provide the Embassy the type of alcoholic beverage and the number of bottles.

5–15. Personally procured moves to and from outside the Continental United States

The Servicemember is entirely responsible for all issues related to the status of forces agreement, use of United States flag carriers, import and export processes, tariffs, and customs. The associated costs are not reimbursable. Transportation office personnel should discourage PPM to and from OCONUS unless the Servicemember is thoroughly familiar with international requirements. PPM shipments to OCONUS locations can be closed out by the destination transportation office. If a destination transportation office at the OCONUS location does not exist, the Servicemember should close out with the origin transportation office.

5-16. Government-procured transportation is not available

a. The Government's expense is limited to the Servicemember's maximum PCS HHG weight allowance transported in one lot from the last permanent duty station or from the actual HHG location to the new permanent duty station or legal heir's home, whichever results in the lesser cost to the Government.

b. When a transportation office is unable to arrange Government transportation or NTS and alternate shipping dates are unacceptable to the customer, the transportation office must instruct a Servicemember in writing to personally procure transportation or NTS. The Servicemember is authorized actual cost reimbursement not to exceed the Servicemember's maximum authorized HHG weight allowance or the administrative weight allowance. The Servicemember must be provided with a copy of DD Form 2278 showing the 100 percent Government constructed cost to move the maximum authorized weight allowance at the time of counseling. The Servicemember is also advised that certified weight tickets are required.

c. Prior to advising a Servicemember to personally procure transportation or NTS, the transportation office personnel must submit a request for authorization to DCS, G-4 Transportation Policy Division. The request must provide the reason the transportation office cannot provide Government-arranged transportation or NTS, such as the Servicemember's availability dates and TSP refusals.

d. Upon approval by DCS, G-4 Transportation Policy Division, the transportation office personnel must provide the Servicemember a memorandum of non-availability for actual cost reimbursement.

e. The transportation office personnel must advise a Servicemember that 90 days of SIT or temporary storage is authorized at either origin or destination. It is the Servicemember's responsibility to make the storage arrangements and pay the storage bill to a commercial storage facility. When additional storage is required, the Servicemember must contact the transportation office for an additional 90 days of storage extension prior to expiration of their original storage authorization. The transportation office must use DD Form 1857 (Temporary Commercial Storage at Government Expense) to document the storage request and approval. Temporary storage is limited to an actual cost reimbursement not to exceed the Government's constructed cost for the actual weight stored. The paid receipt must contain the name and location of the commercial storage facility, date, and cost.

f. For HHG transportation with special routing or services provided, special routing and services are not reimbursable.

g. Unless prohibited by Army policy requiring use of the Government travel charge card, an advance payment is authorized for an amount equal to 60 percent of the PPM monetary allowance when the Servicemember chooses the PPM monetary allowance. Under the PPM monetary allowance, the Servicemember or next of kin, as appropriate, receives payment of an amount equal to 100 percent of the Government constructed cost for the actual HHG weight transported up to the Servicemember's maximum weight allowance.

h. Certification.

(1) After completion of the PPM, the Servicemember must submit the following documents to the origin transportation office that issued the memorandum of non-availability: paid TSP or moving company invoice or storage invoice and certified weight tickets.

(2) The origin transportation office personnel must review the documents and issue a letter of non-availability and certify the actual cost reimbursement.

5-17. Government-procured transportation is available but not used

a. When Government-procured HHG transportation or NTS is available, but the Servicemember or next of kin, when appropriate, chooses to personally arrange transportation, the monetary allowance method applies. Under this method, the Servicemember or next of kin, as appropriate, receives payment of a monetary allowance equal to 100 percent of the Government's constructed cost for the actual HHG weight transported up to the Servicemember's maximum authorized weight allowance. Regardless of the actual cost of the HHG shipment, a Servicemember receives 100 percent of the "best value" (see Internal Revenue Service rules on the potential tax impacts). Actual expenses for storage may be reimbursed, limited to the Government's constructed cost for the weight of items stored. A monetary allowance is not paid when storage costs are not incurred.

b. If small package service arrangements are used for shipping HHG, then a monetary allowance is not authorized. However, the shipment costs on the small package service receipts may be reimbursed, limited to the Government's constructed cost for the weight of items shipped, not to exceed the maximum authorized weight allowance for all shipments under the current orders.

c. If weight tickets are not provided, then reimbursement is authorized for a rental vehicle and equipment, packing materials, fuel, tolls, and any SIT, up to the Government's constructed cost.

d. SIT or temporary storage.

(1) The transportation office personnel must advise a Servicemember that 90 days of SIT or temporary storage is authorized at either origin or destination. It is the Servicemember's responsibility to make the storage arrangements and pay the storage bill to a commercial storage facility. When additional storage is required, the Servicemember must contact the transportation office for an additional 90 days of storage. The transportation office personnel must use DD Form 1857 to document the storage request and approval.

(2) Temporary storage is limited to an actual cost reimbursement not to exceed the Government's constructed cost for the actual weight stored. The paid receipt must contain the name and location of the commercial storage facility, date, and cost.

(3) For HHG transportation with special routing or services provided, special routing and services are not reimbursable.

(4) Unless prohibited by Army policy requiring use of the Government travel charge card, an advance payment is authorized for an amount equal to 60 percent of the PPM monetary allowance when the Servicemember chooses the PPM monetary allowance. Under the PPM monetary allowance, the Servicemember or next of kin, as appropriate, receives payment of an amount equal to 100 percent of the Government constructed cost for the actual HHG weight transported up to the Servicemember's maximum weight allowance.

5-18. Personally procured household goods storage

a. Temporary storage is reimbursable for actual cost, not to exceed the Government constructed cost for the actual weight of the HHG stored.

b. The HHG must be stored in a commercial storage facility. When HHG are transported in portable on-demand storage units and containers, the units and containers must be stored in a commercial storage facility. Reimbursement or a monetary allowance are not authorized for HHG stored in a non-commercial storage facility (that is, garage or basement of a private residence).

c. The transportation office personnel must advise a Servicemember that 90 days of SIT is authorized. It is the Servicemember's responsibility to make the storage arrangements and pay the storage bill. When additional storage is required, the Servicemember must contact the transportation office for authorization for an additional 90 days of storage.

d. A Servicemember is reimbursed for the first day and each additional day of authorized or approved storage and warehouse handling in and handling out when included on the paid invoice.

e. A funds advance and payment of a monetary allowance are not authorized.

f. The Servicemember must submit orders and paid receipts for the monthly storage or after the expiration of the authorized storage to the transportation office. The transportation office personnel must issue a certified DD Form 2278 or letter of reimbursement.

g. DD Form 1857.

(1) The transportation office must use DD Form 1857 to document the storage request and to authorize and approve the request.

(2) The following documents are required for DD Form 1857, Section II-Member's Statement of Facts. The transportation office must not authorize or approve a second 90 days of storage if the Servicemember does not provide the requested documents.

(a) Serious illness of the Servicemember. The Servicemember must provide a statement from their physician.

(b) Serious illness or death of a dependent. The Servicemember must provide a statement from their physician or a copy of the death certificate.

(c) Impending assignment to Government quarters or privatized housing. The Servicemember must provide a statement from the housing office that includes the estimated date quarters or privatized housing will be available.

(d) Directed TDY after arrival at permanent duty station. The Servicemember must provide a copy of the TDY orders. Continued storage is not authorized in conjunction with orders in support of a contingency operation for married Servicemembers except when authorized as an exception to policy in accordance with AMDR.

(e) Non-availability of suitable civilian housing. The Servicemember must provide a statement from the housing office that suitable civilian housing is not available.

(f) Awaiting completion of residence under construction. Storage beyond 180 days is not authorized.

(g) Other. The Servicemember must provide documentation to support the request. For example, for lightning striking the Servicemember's home or flood damage, the Servicemember must provide documentation to validate the incident (that is, report from the police or fire department or insurance company). The transportation office personnel must submit the Servicemember's request and supporting documentation to DCS, G-4 Transportation Policy Division for review and authorization or approval.

h. Additional storage is not authorized or approved when a Servicemember elects to occupy private sector housing too small to accommodate all the Servicemember's HHG.

i. For continued storage beyond 180 days, the transportation office personnel must forward the Servicemember's orders, authorized or approved DD Forms 1857, and the Servicemember's request with supporting documentation to DCS, G-4 Transportation Policy Division for authorization.

5-19. Storage in transit or temporary storage

a. SIT or temporary storage is included as part of HHG transportation unless specifically prohibited.

b. Departing Servicemembers should be briefed on their responsibility to promptly notify the TSP or moving company and the destination transportation office when they arrive at destination and are ready to receive their HHG.

c. For the first 90 days of SIT or temporary storage, transportation office personnel need to advise the Servicemember that temporary storage is an allowance contingent upon necessity. Do not advise the Servicemember of an automatic allowance to temporary storage.

d. Transportation office personnel are to maintain an effective suspense system on all temporary storage. Servicemembers are to be notified as to expiration of temporary storage and advised on their responsibilities concerning removal or continued storage.

e. For the second 90 days of SIT or temporary storage, transportation office personnel will ensure that Servicemembers provide a justification to warrant an extension for conditions beyond their control documented in addition to completion of DD Form 1857.

f. For SIT or temporary storage beyond 180 days beyond the Servicemember's control rather than personal convenience, the transportation office personnel must submit the Servicemember's request, orders, and justification documentation that supports DD Form 1857 for additional storage at Government expense with a minimum number of days to DCS, G-4 Transportation Policy Division for approval or disapproval.

g. The JTR prohibits storage beyond 180 days at Government expense when a Servicemember elects to have a home built while other housing is available. The Servicemember is required to obtain a housing office statement that suitable on-post or off-post housing is not available.

h. The JTR prohibits storage beyond 180 days at Government expense when a Servicemember elects to occupy private sector housing too small to accommodate all the Servicemember's HHG. The Servicemember's basic allowance for housing can be used for private sector housing and HHG self-storage fees.

i. SIT or temporary storage is not authorized for intra-city moves or short distance moves within the permanent duty station limits.

5-20. Personally procured non-temporary storage

a. See paragraph 5-16 for policy when Government-procured HHG transportation or NTS is not available.

b. See paragraph 5-17 for policy when Government-procured HHG transportation or NTS is available but not used.

c. For Government constructed cost, use the lowest rates in the tender of service (that is, packing, handling in, handling out, drayage in and out, and storage).

d. The HHG must be stored in a commercial storage facility. Reimbursement or a monetary allowance are not authorized for HHG stored in a non-commercial storage facility (that is, private residence, garage, or shed or on a private lot or yard).

e. The transportation office personnel must request authorization to DCS, G-4 Transportation Policy Division. The request must provide the reason the transportation office cannot provide Government-arranged NTS, such as the Servicemember's availability dates and TSP capacity prior to issuing a letter of non-availability for NTS.

f. Funds advance, an advance monetary allowance, is authorized for the first month of storage. The Servicemember must provide an estimated invoice for the first month of storage.

g. The Servicemember must submit paid receipts for the monthly storage or after the expiration of the authorized storage to the transportation office. The transportation office personnel must provide the Servicemember a letter for reimbursement with the Government constructed cost.

5-21. Non-temporary storage

a. When NTS is authorized from OCONUS, HHG are normally returned to a CONUS port of entry for NTS. NTS is authorized OCONUS when such approved facilities are available for Servicemembers OCONUS who select a home near the OCONUS permanent duty station and have a home of selection shipping allowance. HHG returned from OCONUS for NTS are to be forwarded to the CONUS NTS storage facilities managed by USTRANSCOM.

b. The transportation office is the designated approval authority for NTS as an alternate to transportation when a cost comparison indicates NTS for the period of the new assignment is less cost than shipment of the same property to the new permanent duty station or when HHG are in NTS and continued storage costs less than shipment to the new assignment. NTS as an alternate to shipment is not for the Servicemember's personal convenience or justification to occupy off-post residence too small to hold all the Servicemember's HHG. The cost comparison and transportation office decision must be documented and uploaded in the DPS for audit purposes.

c. When it is predetermined that a Servicemember is to occupy Government quarters immediately upon arrival at a new permanent duty station, the Servicemember may apply for NTS at the old permanent duty station in CONUS. This exception ordinarily applies to key and essential personnel required to occupy pre-designated quarters which are too small to accommodate all HHG. Those HHG items are to be declared as excess to the requirements for fitting in assigned quarters at the new permanent duty station and placement into NTS. The cost of NTS for those items that will not fit into Government or privatized housing should be charged to the operating funds of the Service organization making the housing assignment, regardless of the Servicemember's Service affiliation. The CG, Installation Management Command must approve funding for the NTS excess to Army Government or privatized housing. Any HHG items shipped to the next permanent duty station deemed excess to Government or privatized housing should be verified by the destination quality assurance inspector.

d. When a Servicemember is ordered on a PCS to a remote CONUS area with a housing shortage, a Servicemember's request for origin NTS is submitted with housing office documentation from the transportation office to DCS, G-4 Transportation Policy Division for review and approval.

e. The transportation office personnel managing the NTS lot will consider extending the NTS as cost effective to the Government in comparison to conversion of the NTS to SIT in accordance with the JTR.

f. NTS releases require a destination delivery residence or self-storage unit address for a direct delivery. When a Servicemember requests release of HHG from NTS without a delivery address, the Servicemember must sign a statement indicating that they were advised that a delivery address is required prior to the arrival of the HHG and that destination SIT at Government expense may only be authorized for conditions beyond the Servicemember's control upon DCS, G-4 Transportation Policy Division authorization or approval. When SIT is not authorized or approved, the Servicemember incurs the cost of storage.

g. The transportation office personnel must submit requests for SIT in conjunction with NTS to DCS, G-4 Transportation Policy Division. The request must include the circumstances beyond the Servicemember's control with supporting documentation, orders, and the estimated number of days SIT is required.

h. The Servicemember may have one final HHG shipment of items legally awarded to a former spouse due to a divorce when a Servicemember is authorized transportation under a PCS order, including separation and retirement. The HHG may remain in NTS under the Servicemember's authorized period of storage at the time of the divorce. The Servicemember must provide the transportation office a letter or court documents certifying the HHG are awarded to the spouse along with contact information and a direct delivery address for the spouse. When all the HHG are not awarded to the spouse, the Servicemember must provide the transportation office a list of the authorized items to release, contact information, and a direct delivery address for the spouse.

5-22. Authorization for personally procured privately-owned vehicle storage

Information on personally procured POV storage is available at https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.

5-23. Short distance move for a reassignment or permanent change of station

a. For reassignment between activities at the same permanent duty station or between permanent duty stations located in proximity, the Servicemember's gaining commander (O-5 and above) must certify the Servicemember's household relocation is mission essential, in the Government's best interest, and not primarily for the Servicemember's convenience. A Servicemember's desire to reside closer to the permanent duty station does not constitute a requirement for movement of HHG at Government expense. The transportation office personnel must forward a copy of the Servicemember's orders, commander's certification, and old and new addresses to DCS, G-4 Transportation Policy Division for authorization by DCS, G-1 (DAPE-PRC). If authorized, DCS, G-1 (DAPE-PRC) will advise the Military Personnel Division to amend the orders to include funding for relocation of the HHG.

b. SIT is not authorized.

c. The local short distance move area is not defined by the direct procurement method local move contract.

5-24. Short distance assignment or termination

This paragraph provides policy on moving to and from Government quarters and privatized housing.

a. A Servicemember is authorized a short distance HHG move between Government quarters or privatized housing and the residence from which the Servicemember is to commute daily to the permanent duty station when assigned to Government quarters and the Servicemember has more than 6 months remaining on the installation. Local moves are considered "directed" when the move fulfills a Service requirement such as occupying idle Government or privatized housing. The CG, Installation Management Command must approve funding the Government-arranged or the personally procured short distance HHG move. Use of the PCS orders line of accounting or movement designator code is not authorized. Servicemembers are not to be denied the JTR allowance of a Government-funded local move nor be required to fund a directed local move at their expense. The cost of local moves, including NTS for items that will not fit into Government or privatized housing, should be charged to the operating funds of the Service organization making the housing assignment, regardless of the Servicemember's Service affiliation.

b. A short distance HHG move to or from Government quarters and privatized housing is not authorized to accommodate a Servicemember's personal preferences, convenience, or morale.

c. When a Servicemember occupying Government quarters or privatized housing under a Service's jurisdiction is directed by the garrison commander to vacate because the quarters or housing is found to be unfit for occupancy or to meet some unusual Service operational requirement, the Servicemember is authorized a short distance HHG move to another local residence from which the Servicemember is to commute on a daily basis to the permanent duty station. The CG, Installation Management Command must approve funding for the short distance HHG move.

d. When moving from Government quarters or privatized housing incident to retirement and separation, use of the line of accounting or movement designator code in the retirement or separation order to fund the short distance HHG move is authorized and does not prevent a future HHG move using the same retirement or separation order.

e. Neither the weight limitation in the JTR nor the 18,000-pound limit imposed by 37 USC 453 applies to this paragraph.

5-25. Short distance move when vacating local private sector housing

a. *Health and Sanitation.* When directed by the garrison commander to vacate local economy quarters because the commander has determined the Servicemember's residence does not meet Service health or sanitation standards or the housing area or complex has been placed off-limits, a short distance HHG move is authorized from the local economy quarters to other local economy quarters for the Government's convenience.

b. *Involuntary Tour Extension.* For a short distance move when vacating local private sector housing due to involuntary tour extension—

(1) Forward a copy of the Servicemember's tour extension and a copy of the property owner's letter advising the lease cannot be renewed to DCS, G-4 Transportation Policy Division. The property owner's letter must contain their name, address, and telephone number.

(2) The CG, Installation Management Command must approve funding for the short distance HHG move.

c. Foreclosure. A Servicemember or their dependent who relocates from leased or rented private housing due to a foreclosure action against the landlord is authorized a short distance HHG move. This provision does not apply when the Servicemember or their dependent is the homeowner.

(1) The PCS HHG weight limit in the JTR applies.

(2) Before use of this authority, the Servicemember is encouraged to seek legal assistance and to contact the closest installation for availability of Government quarters or privatized housing.

(3) For Soldiers, the transportation office personnel must contact DCS, G-4 Transportation Policy Division to coordinate with Installation Management Command headquarters for funding the short distance HHG move. For other Servicemembers, the transportation office must contact the applicable Service headquarters.

5-26. Ordered from a permanent duty station in the continental United States to a permanent duty station outside the continental United States to which household goods transportation is prohibited or restricted

Upon a subsequent PCS between OCONUS permanent duty stations, HHG transportation from the CONUS location to the new OCONUS permanent duty station or to the place to which dependents are authorized to travel must be authorized in the orders (see AR 55-46 for authorized dependent travel locations).

5-27. Household goods transportation and storage when ordered on a permanent change of station to a permanent duty station in the vicinity of storage

The transportation office personnel may approve an additional 90 days of storage, not to exceed 180 days for conditions beyond a Servicemember's control.

5-28. Permanent change of station with temporary duty en route, permanent change of station while on temporary duty, or permanent change of station following temporary duty pending further assignment

Approval for shipment of HHG up to the TDY weight allowance does not have to be included in the PCS order for the Servicemember to be eligible for shipment to the TDY location. Advocate the use of NTS for the duration of the TDY to reduce the possibility of excess costs for SIT.

5-29. Household goods in connection with a course of instruction of 20 or more weeks at one location

a. The transportation office personnel must provide the Servicemember the Personal Property Consignment Instructions Guide concerning the shipment of HHG and the size of quarters at the school location and encourage NTS of HHG when applicable and cost effective to the Government to avoid extended SIT at either TDY or PCS installation. The Servicemember must also be advised to refer to guidance in the school welcome packet.

b. The transportation office personnel must advise the Servicemember that SIT at destination in conjunction with an NTS release is authorized only for reasons beyond the Servicemember's control. The Servicemember must provide a delivery address during counseling or prior to the NTS arrival and accept the HHG when offered for delivery.

5-30. Household goods transportation due to a court-martial sentence or administrative discharge under other than honorable conditions for Servicemembers with dependents stationed in the continental United States

When the HHG cannot be turned over to a transportation office within 180 days from the date the court-martial is completed or the date of the administrative discharge, submit the request for an extension to DCS, G-4 Transportation Policy Division. The request must include orders, a statement with supporting documentation, and the estimated amount of time required.

5-31. Household goods transportation when a Servicemember is officially reported as injured or ill, absent for 30 or more days in a missing status, or upon death

a. The Casualty and Mortuary Affairs Operations Center (CMAOC) and installation casualty assistance center or office is the primary point of contact for Servicemembers officially reported as dead, injured, ill, or absent for more than 30 days in a missing status. Additional information is located on the CMAOC website at [https://www.hrc.army.mil/content/casualty%20and%20mortuary%20affairs%20operations%20division%20\(CMAOD\)](https://www.hrc.army.mil/content/casualty%20and%20mortuary%20affairs%20operations%20division%20(CMAOD)).

b. Identification and location of the person entitled to receive custody of the property is the responsibility of the appointed summary court-martial officer and casualty assistance officer.

c. The installation casualty assistance officer provides the transportation office with the casualty report and memorandum with the appropriate line of accounting or movement designator code based on the date of casualty. All personal property shipments and NTS are marked "Bluebark."

d. The dependent is given at least 3 years, beginning on the date of the Servicemember's death, to choose a home of selection for travel and transportation allowances. This time may be extended, not to exceed a total of 6 years. Extension requests beyond the first 3 years are submitted to DCS, G-4 Transportation Policy Division for approval.

e. NTS at Government expense is authorized for 1 year from the date of casualty.

5-32. Household goods transportation due to separation from the Service or relief from active duty

a. Transportation offices personnel will use DD Form 1797 to counsel Servicemembers who separate from active duty.

b. When a Servicemember submits an extension request for HHG transportation to the transportation office on time or within the first 180 days from the Servicemember's separation date, the transportation office personnel will approve a short-term extension based on the reasonableness of the request or hardship (for example, 180 days or to coincide with military spouse PCS, separation, or retirement).

c. When a Servicemember submits the extension request for HHG transportation late to the transportation office or not within the first 180 days from the Servicemember's separation date, it will be submitted to DCS, G-4 Transportation Policy Division for review and approval. The forwarded exception to policy must document the reason it is late, the hardship if disapproved, and earliest date the Servicemember will be able to move.

d. The Servicemember incurs excess costs for the transportation of HHG from and to locations other than home of record or place last entered active duty. Excess cost is computed on the cost for the transportation of a like weight of HHG in one lot from the last permanent duty station or actual location of the HHG, whichever results in a lower cost to the Government, to the place selected by the Servicemember. Transportation office personnel are responsible for collecting excess costs from the Servicemember based on a higher transportation cost.

e. Transportation office personnel will explain the difference between the authorization of 180 days of NTS or at origin compared to 90-180 days of SIT at destination, if HHG is shipped to the home of record or place entered active duty. Servicemembers should be strongly advised to use origin NTS to avoid potential excess costs by sending HHG to the wrong destination, especially without employment or a delivery address. The authorization for NTS begins on the date the order is issued (normally before the actual separation date) and terminates 180 days after the active duty separation date. If the Servicemember has HHG placed into NTS after the separation date, they are no longer authorized 180 days of storage at Government expense. If the Servicemember elects to have their property continue in storage at the end of the 180-day authorized period, the transportation office personnel must inform the Servicemember that the storage converts to their expense at a cost negotiated between the Servicemember and the storage facility. The Servicemember may negotiate with the storage facility to receive the lesser rate (commercial or Government). The Servicemember may request a joint inventory for loss and damage at the storage facility, acquire loss and damage insurance for storage beyond the 180-day authorized, and be responsible for storage payment to the storage facility to avoid potential property disposal.

f. Full JTR weight allowance is authorized upon return from OCONUS for separating Servicemembers. However, to avoid excess costs, HHG should be sent to the NTS designated locations.

g. Transportation office personnel must advise Servicemembers shipping HHG to a foreign country to arrive prior to the HHG. The Servicemember is responsible for payment of all customs and duty requirements.

h. NTS releases require a destination delivery residence or self-storage unit address for a direct delivery. When a Servicemember requests release of HHG from NTS without a delivery address, the Servicemember must sign a statement indicating that they were advised that a delivery address is required prior to the arrival of the HHG and that destination SIT at Government expense may only be authorized for conditions beyond the Servicemember's control upon DCS, G-4 Transportation Policy Division authorization or approval. When SIT is not authorized or approved, the Servicemember is responsible for the cost of storage.

i. The transportation office personnel must submit requests for SIT in conjunction with a NTS release to DCS, G-4 Transportation Policy Division. The request must include the circumstances beyond the Servicemember's control with supporting documentation, separation orders, and the estimated number of days SIT is required.

j. When moving from Government quarters or privatized housing incident to separation, use of the line of accounting or movement designator code in the separation order to fund the short distance HHG move is authorized and does not prevent a future HHG move using the same separation order.

k. When a Servicemember dies before exercising their entitlements, the dependents or other persons legally entitled are offered the same entitlements as the Servicemember.

5-33. Household goods transportation in connection with retirement, placement on temporary disability retirement list, discharge with severance or separation pay, or involuntary release from active duty with or readjustment or separation pay

a. Transportation office personnel will use DD Form 1797 to counsel retirees, and all others who qualify for HHG transportation under this paragraph.

b. A home of selection shipment at Government expense is authorized to any place within the United States, the home of record outside of the United States, or the place outside the United States from which the retiree was called or ordered to active duty, or any other place. The allowances paid for any other place must not exceed those payable had the retiree selected a home at a CONUS location. When HHG are shipped to a place other than any place in the United States, the home of record outside of the United States, or the place outside the United States from which the retiree was called or ordered to active duty, the transportation office personnel must assist the retiree by providing the highest CONUS rate to determine if there are excess transportation costs. Transportation office personnel are responsible for collecting excess costs from the retiree based on a higher transportation cost.

c. Transportation office personnel are delegated authority to approve all retirement travel and transportation extensions submitted prior to the 1-year anniversary date of their retirement date or 1-year anniversary date from their previous extension for all retirement orders published prior to 24 June 2022. Transportation office personnel are delegated authority to approve all retirement travel and transportation extensions for retirement orders published after 24 June 2022 if submitted prior to the 3-year anniversary date of their retirement date. Travel and transportation extensions cannot exceed 6 years from the date of retirement, unless an ongoing medical condition or hospitalization documentation precludes movement, and the extension duration must be for the shortest time necessary to allow movement. When a Servicemember submits the extension request for travel and transportation late to the transportation office, not within the 1-year anniversary date from the retiree's retirement date, or previous extension approval for all retirement orders published prior to 24 June 2022, it will be submitted to DCS, G-4 Transportation Policy Division for review and approval. When a retiree submits the extension request for travel and transportation late to the transportation office, not within the 3-year anniversary date from the retiree's retirement date for all retirement orders published after 24 June 2022, it will be submitted to DCS, G-4 Transportation Policy Division for review and approval. The forwarded exception to policy must document the reason it is late, the hardship if disapproved, and earliest date the retiree will be able to move.

d. The transportation office personnel approving the travel and transportation extension must provide a copy to the retiree, retain a copy on file, and if applicable, send a copy to the transportation office that is maintaining the retiree NTS lot.

e. Transportation office personnel will explain the difference between the authorization of 1 year of NTS at origin compared to 90-180 days of SIT at destination. Retirees should be strongly advised to use origin NTS to avoid potential excess costs by sending HHG to the wrong destination, especially without employment or a delivery address. The authorization for NTS begins on the date the order is issued (normally before the actual retirement date) and terminates 1 year after the active duty retirement date. If the retiree has HHG placed into NTS after the retirement date, they are no longer authorized a full 1 year of

storage at Government expense. If the retiree elects to have their property continue in storage at the end of the 1-year authorized period, the transportation office personnel must inform the retiree that the storage converts to their expense at a cost negotiated between the retiree and the storage facility. The retiree may negotiate with the storage facility to receive the lesser rate (commercial or Government). The retiree may request a joint inventory for loss and damage at the storage facility, acquire loss and damage insurance for storage beyond the 1 year authorized, and will be responsible for storage payment to the storage facility to avoid potential property disposal.

f. When a Servicemember is confined in or undergoing treatment at a hospital on the last day of active duty, HHG transportation and NTS expire 1 year after the date of discharge from the hospital or termination of medical treatment, whichever is later. Storage beyond this timeframe is at the Servicemember's expense. Forward extension requests for retiree undergoing hospitalization or medical treatment to DCS, G-4 Transportation Policy Division. The extension request must include retirement orders, a statement on letterhead from the attending physician providing the nature of the illness or treatment, estimated end date of hospitalization or treatment, and if the treatment was available at other locations. To limit disclosure of medical information, the retiree may provide the physician's statement directly to DCS, G-4 Transportation Policy Division. The medical information will not be retained on file after a decision is rendered.

g. Full JTR weight allowance is authorized upon return from OCONUS for retiring Servicemembers. However, to avoid excess costs, HHG should be sent to the NTS designated locations.

h. Transportation office personnel must advise retirees shipping HHG to a foreign country to arrive prior to the HHG. The retiree is responsible for payment of all customs and duty requirements.

i. NTS releases require a destination delivery residence or self-storage unit address for a direct delivery. When a retiree requests release of HHG from NTS without a delivery address, the retiree must sign a statement indicating that they were advised that a delivery address is required prior to the arrival of the HHG, and that destination SIT at Government expense may only be authorized for conditions beyond the retiree's control upon DCS, G-4 Transportation Policy Division approval. When SIT is not authorized or approved, the retiree is responsible for the cost of storage.

j. The transportation office personnel must submit requests for SIT in conjunction with NTS to DCS, G-4 Transportation Policy Division. The request must include the circumstances beyond the Servicemember's control with supporting documentation, retirement orders, and the estimated number of days SIT is required.

k. When moving from Government quarters or privatized housing incident to retirement, use of the line of accounting or movement designator code in the retirement order to fund the short distance HHG move is authorized and does not prevent a future HHG move using the same retirement order.

l. When a retiree dies before exercising their entitlements, the dependents or other persons legally entitled are offered the same entitlements as the retiree.

5-34. Servicemember on active duty who retires, is placed on the temporary disability retirement list, is discharged with severance or separation pay, or is involuntarily released with readjustment or separation pay and associated dependent travel

a. Once a home is selected, that selection is irrevocable if transportation in kind is furnished and used and if travel and transportation allowances are received after travel is completed.

b. An extension must not be authorized or approved if it extends travel and transportation allowances for more than 6 years from the date of separation or release from active duty or retirement unless a Servicemember's certified ongoing medical condition prevents relocation of the Servicemember for longer than 6 years from the separation or retirement date.

c. An extension must not be authorized or approved if it extends travel and transportation allowances for more than 6 years from the date of receipt by a Servicemember's dependents of official notice that the Servicemember is dead, injured, missing, interned, or captured, unless a Servicemember's certified ongoing medical condition prevents relocation of the dependents for longer than 6 years from the notification date.

d. Forward extension requests for more than 6 years for paragraphs 5-35b and 5-35c to DCS, G-4 Transportation Policy Division. The extension request must include orders, a statement on letterhead from the attending physician providing the nature of the illness or treatment, estimated end date of hospitalization or treatment, and if the treatment is available at other locations. To limit disclosure of medical information, the Servicemember or Servicemember's dependents may provide the physician's statement

directly to DCS, G-4 Transportation Policy Division. The medical information will not be retained on file after a decision is rendered.

5-35. Servicemember required to vacate Government or Government-controlled quarters or privatized housing before selecting a home

- a. A Servicemember is authorized a short distance HHG move from Government or Government-controlled quarters or privatized housing to a residence in the local area.
- b. The cost of a local move of HHG to the local area is chargeable to the retirement and separation order line of accounting or movement designator code. The Servicemember is financially responsible for excess cost.
- c. The move from Government or Government-controlled quarters or privatized housing to the local area does not prevent a future HHG move using the same retirement or separation order.
- d. If all or a portion of the HHG are placed in NTS, the NTS is funded using the retirement or separation order.
- e. The Servicemember's PCS weight allowance applies for this short distance move.

5-36. Servicemember dies after retirement or release from active duty

- a. The JTR specifies the conditions and allowances associated with this event. The time limits in the JTR apply to HHG transportation under this paragraph.
- b. A Servicemember, or a dependent in the event of the retired Servicemember's death, who is authorized HHG transportation to a home of selection is authorized NTS. NTS ends 1 year from the date of active duty termination.

5-37. Household goods transportation related to the early return of a dependent

- a. Senior commanders approve travel and transportation allowances for Servicemembers with dependents at a permanent duty station OCONUS for the following circumstances: official situations, national interest, or personal situations.
- b. When HHG transportation is authorized, at least 12 months must remain on the Servicemember's tour at the OCONUS permanent duty station on the day the HHG are scheduled to arrive at the permanent duty station. The transportation office personnel may approve the transportation of HHG when the HHG shipping transit time uses 30 days or less of the 12 months.
- c. The authorization for HHG transportation for a dependent is in addition to and has no effect on the authorization for HHG transportation on the Servicemember's next PCS.
- d. A Servicemember on a PCS order to an OCONUS permanent duty station may be provided return transportation of HHG if for reasons beyond the Servicemember's control, the dependent does not join the Servicemember when in the best interest of the Servicemember, dependents, and the Government.
- e. NTS must not be authorized as an alternate to HHG transportation when a dependent performs early return of a dependent travel due to disciplinary action taken against the Servicemember.

5-38. Travel and transportation for dependents relocating for personal safety

Senior commanders approve travel and transportation allowances for dependent relocation for personal safety. The transportation office personnel must take all possible measures to protect the dependent's current and future location within the transportation system from the Servicemember for the pickup and delivery of all personal property. The senior commander or chain of command will direct and obtain Servicemember agreement for the shipment of HHG for use by the spouse and dependents, to preclude shipment of the Servicemember's Government-owned equipment.

Chapter 6

Privately-Owned Vehicle Transportation and Storage

6-1. Shipment of a privately-owned vehicle in the continental United States

- a. *General.* For shipment of a POV in the CONUS, ownership of the POV prior to the effective date of orders is not required.
- b. *Servicemember is physically unable to drive.*

(1) When a Servicemember is physically unable to drive, the Servicemember's request for shipment must include a statement from the Servicemember's physician certifying the reason the Servicemember (not the dependent) is unable to drive and the estimated number of hours a Servicemember may drive when limited driving is authorized. This is to determine if a POV is to be dropped off at the nearest vehicle processing center in comparison to the requirement for door-to-door transportation.

(2) The transportation office personnel will submit the Servicemember's request for shipment to DCS, G-4 Transportation Policy Division for review and approval using the USTRANSCOM overland POV template. The POV will not be shipped with the HHG shipment.

c. Insufficient time for the Servicemember to drive and report to the new permanent duty station as ordered.

(1) The transportation office personnel will review if there is insufficient time to drive and report to the permanent duty station as ordered.

(2) The transportation office personnel must calculate 1 day of travel time for each 350 miles of official distance of ordered travel. If the excess distance is 51 or more miles after dividing the total number of miles by 350, 1 additional day of travel time is allowed. When the total official distance is 400 or fewer miles, 1 day of travel time is allowed. The number of days' travel time must be compared with the report date to determine if there is insufficient time to drive.

(3) The transportation office personnel must use the Defense Table of Official Distances at <https://dtod.transport.mil/default.aspx> to determine mileage.

(4) The transportation office personnel must submit the Servicemember's request to DCS, G-4 Transportation Policy Division for approval using the USTRANSCOM POV template. The POV will not be shipped with the HHG shipment. If approved, the POV will be dropped off at the nearest vehicle processing center.

6-2. Travel via one or more privately-owned vehicles by the Servicemember

Prior to travel, the Servicemember must contact their defense military payment office or finance office for information and counseling on driving POVs within CONUS with a monetary allowance in lieu of transportation as both advantageous and cost effective to the Government.

6-3. Shipment of a privately-owned vehicle outside the continental United States

a. Ownership of the POV prior to the effective date of orders is not required.

b. By law, a Servicemember may not ship more than one POV at government expense.

c. Military Servicemembers married to military Servicemembers who both receive PCS orders may each ship a POV, one per Servicemember unless restricted by Service regulations or the applicable status of forces agreement. Military Servicemembers should consult any country-specific guidance in the Personal Property Consignment Instructions Guide.

d. The transportation office personnel must advise Servicemembers and the Military Personnel Division that transportation of a POV is based on the procedures in DTR 4500.9-R, Part IV Attachment K-3, Shipping Your POV. The vehicle processing center must authorize and process POV transportation in accordance with the Personal Property Consignment Instructions Guide. The authorized location for which a POV must be driven between OCONUS permanent duty stations should be included in the Personal Property Consignment Instructions Guide.

6-4. Authorized shipment of a privately-owned vehicle at Government expense

a. For restriction, prohibition, or suspension to a Servicemember's OCONUS permanent duty station, see the country instructions in the Personal Property Consignment Instructions Guide.

b. For OCONUS tour of duty more than 1 year, the POV must be delivered to the vehicle processing center or loading port when the Servicemember has a minimum of 1 year remaining on the current tour at the time of POV turn in. An exception may be authorized if the commanding officer certifies the vehicle is necessary in the performance of official duties. Submit the commander certification with a copy of the orders to DCS, G-4 Transportation Policy Division.

c. For OCONUS tour of duty for 1 year or less, the POV is required to be delivered to the vehicle processing center or loading port within 30 days after departure from the Servicemember's last permanent duty station. An exception may be authorized if the commanding officer certifies the vehicle is necessary in the performance of official duties. Submit the commander certification with a copy of the orders to DCS, G-4 Transportation Policy Division.

d. POV transportation when transportation to the new permanent duty station is not permitted must not be authorized in the orders.

e. For transportation of POV incident to a PCS involving inter-theater assignments, a POV can be shipped to the port serving the Servicemember's new permanent duty station, provided the cost does not exceed the cost of over-ocean movement between the ports serving the previous and new permanent duty stations or no direct ocean service is available between the ports serving the old and new permanent duty stations.

f. POV shipment may be authorized even if the POV can be driven between permanent duty stations intra-theater. The Servicemember's request to the transportation office must provide the travel hazard or a statement from the Servicemember's physician certifying the reason the Servicemember is unable to drive and the estimated time a Servicemember may drive when limited driving is authorized or the conditions of the Servicemember's orders or assignment that make it prudent for overland transportation. The transportation office sends the request to DCS, G-4 Transportation Policy Division.

g. Reimbursement for personally procured transportation of POVs requires the Servicemember to meet the JTR requirements. Transportation of a POV by air is not authorized at Government expense. Transportation of a POV by opportune lift on a Navy ship is the Servicemember's responsibility. The Servicemember, not the transportation office, must make the arrangements. The Servicemember is responsible for the on and off services, customs, and taxes. The reimbursement is limited to what the transportation would have cost had the POV been transported by the Government. The Servicemember's request must include a detailed explanation from the transportation office concerning the erroneous advice or counseling that the transportation office provided to the Servicemember prior to submission to DCS, G-4 Transportation Policy Division for review and approval. The use of a U.S. flag carrier is required.

h. POV size restrictions to avoid excess cost is 20 measurement tons (MTONs). The formula for determining the measurement MTON size of a POV is length times width times height (in feet) divided by 40. For example, 17 feet long by 8 feet wide by 5.75 feet high equals 782 cubic feet divided by 40 equals 19.55 MTON. POV size restriction does not apply for Servicemembers who are authorized shipment of an oversized POV for medical reasons with a statement from the Servicemember's physician certifying the requirement. The 20 MTON limitation for the vehicle size may be combined to transport one larger POV at Government expense when the Servicemembers are married, and both have a POV shipment authorization. The cost for transporting the larger POV may not exceed the total cost the Government would have incurred for the shipment of 20 MTON POV for each Servicemember.

6-5. Port or vehicle processing center used

a. The designated port is the USTRANSCOM-controlled vehicle processing center nearest to the current and next permanent duty station or a vehicle processing center in between the old and new permanent duty stations. The Global Privately Owned Vehicle Contract (GPC) and <https://www.pcsmypov.com/locations> identify the vehicle processing centers that provide service between the shipping and receiving points.

b. Transportation of a POV from an alternate port or vehicle processing center located in a different country must be submitted by the Servicemember to the transportation office and to DCS, G-4 Transportation Policy Division prior to shipment. The request must contain supporting documentation where the alternate port or vehicle processing center is beyond the Servicemember's control or approval would alleviate an undue hardship. The same requirement applies for a transshipment from an alternate port or vehicle processing center.

c. The transportation office can approve an alternate port or vehicle processing center within Europe, provided the Servicemember pays any excess cost.

d. Other than designated shipping port or vehicle processing center usage within the CONUS, the Servicemember is to be advised of their responsibility for any excess cost for use of a port or vehicle processing center other than the designated port or vehicle processing center.

6-6. Responsibility for privately-owned vehicle after delivery

Except as authorized in the JTR, storage of a POV at Government expense or by Government arrangement is not authorized. The only exception is free holding time at the water port of embarkation or water port of debarkation incident to shipment of the POV to, from, or between OCONUS areas. Normally, such holding time cannot exceed 45 days.

6–7. Transporting a privately-owned vehicle and dependent does not travel outside the continental United States

a. A Servicemember with a dependent who transports a POV to OCONUS anticipating that the dependent will join them may be authorized or approved the advance return transportation of the POV when circumstances beyond the Servicemember's control prevent the dependent's travel to the location OCONUS. It must be in the best interest of the Servicemember, the dependent, and the Government. If advance return of the POV is approved, the Servicemember has no further POV transportation authority on the PCS order from that permanent duty station.

b. The authorizing or approval authority is the transportation office personnel. The Servicemember must provide the transportation office personnel with a statement from the Military Personnel Division advising that the dependents are not located OCONUS with the Servicemember.

6–8. Reassignment from accompanied permanent duty station to unaccompanied permanent duty station outside the continental United States before privately-owned vehicle is transported

When a Servicemember is on a PCS order from a permanent duty station in CONUS to a permanent duty station OCONUS where dependents and a POV are authorized and is reassigned after arriving at the new permanent duty station to a permanent duty station OCONUS where dependents and a POV are not authorized, then the POV cannot be shipped to the newly assigned permanent duty station. If the Servicemember delivered a POV to a loading port or vehicle processing center in CONUS for shipment to a permanent duty station OCONUS and the POV has not already shipped, then they may be authorized transportation to pick up the POV from the unloading port or vehicle processing center that ordinarily serves the CONUS designated place.

6–9. Factors affecting privately-owned vehicle transportation outside the continental United States

a. Transportation of a POV may be deferred. For example, a Servicemember did a PCS move from Fort Meade, Maryland, to Royal Air Force Mildenhall, United Kingdom in 2017 and did not use the allowance to ship a POV. In 2020, the Servicemember did a PCS from Royal Air Force Mildenhall, United Kingdom to Stuttgart, Germany. Servicemember has an allowance to ship a POV from the port or vehicle processing center servicing Fort Meade, Maryland, to Germany or from England to Germany.

b. An eligible Servicemember is separating or being relieved from active duty with allowance to travel in accordance with the JTR may have a POV shipped. Shipment may be authorized to the port or vehicle processing center nearest the home of record or place from which called or ordered to active duty, provided—

(1) The POV is offered to a port or vehicle processing center before the 180th day after separation or release from active duty or has an approved travel and transportation extension.

(2) The JTR does not prohibit the shipment due to restriction, prohibition, or suspense to a Servicemember's OCONUS permanent duty station.

(3) Servicemember understands they may be financially responsible for taxes, duties, detention fees, and other entry requirements.

c. When an eligible Servicemember retires or is placed on the temporary disability retired list, discharged with severance or separation pay, or involuntarily released from active duty with readjustment or separation pay, POV shipment is authorized to a port or vehicle processing center nearest the home of selection, provided—

(1) Home of selection is authorized as defined in the JTR. A POV may be shipped between ports or vehicle processing centers other than those designated by the Service concerned on the condition that the Servicemember reimburses the Government for all excess costs involved as defined in the JTR.

(2) The POV is offered to a port or vehicle processing center within 1 year from the date of retirement or has an approved travel and transportation extension.

(3) Servicemember understands they may be financially responsible for taxes, duties, detention fees, and other entry requirements.

6–10. Privately-owned vehicle transportation when transportation to the permanent duty station outside the continental United States is not authorized

a. When the POV shipment is not related to the travel of dependents, the Servicemember affirms in writing that the POV destination is the vehicle processing center or loading port normally serving one of

the following: residence of Servicemember's Family, home of record, or place of entry on the current tour of active duty. A Servicemember's request to any other place requires a detailed justification and clearly identifies who is to accept the POV from the transportation office to DCS, G-4 Transportation Policy Division for review and approval.

b. For shipments under the JTR, the Servicemember is responsible for all costs related to payment of customs, import duties, detention fees, and so forth.

6-11. Replacement privately-owned vehicle shipment

a. Replacement transportation is not approved if the Servicemember, not the Servicemember's spouse or dependent, is in possession of a second POV or if a POV can be purchased in the overseas location through private sales or manufacturer new car sale programs.

b. Time remaining on station requirements do not apply; however, approval for Servicemembers with less than 1 year remaining requires strong justification.

c. The Servicemember's request must include orders and documentation to validate one of the following conditions, which must exist, for replacement authorization to be considered: the vehicle has deteriorated due to severe climatic conditions; the vehicle was lost through fire, theft, or similar cases; or the vehicle has worn out due to age and normal deterioration and the Servicemember is on consecutive tours of duty OCONUS, with documentation for estimated costs for repair.

d. Shipment of replacement POVs from CONUS to the OCONUS station must meet the following criteria:

(1) The original POV is to be disposed of and supporting documentation includes a letter from salvage yard or repair company. Sale to a private party does not meet the requirement.

(2) Consider the age of the POV when initially shipped OCONUS. The age and condition of the POV should be expected to last the duration of the OCONUS tour.

(3) Whether the Servicemember is currently in possession of another POV, and if so, why that POV is not considered a suitable replacement.

(4) Whether a POV can be purchased in the overseas location through private sales or manufacturer new car sale programs.

e. The transportation office personnel must submit the Servicemember's request with the above criteria met for a replacement POV shipped from CONUS to DCS, G-4 Transportation Policy Division for review and approval.

6-12. Privately-owned vehicle shipment and storage when Servicemember officially reported as ill, injured, dead, or absent for 30 or more days in a missing status

a. The CMAOC and installation casualty assistance center or office is the primary point of contact for Servicemembers officially reported as dead, injured, ill, or absent for 30 or more days in a missing status. Additional information is located on the CMAOC website, [https://www.hrc.army.mil/content/casualty%20and%20mortuary%20affairs%20operations%20division%20\(CMAOD\)](https://www.hrc.army.mil/content/casualty%20and%20mortuary%20affairs%20operations%20division%20(CMAOD)).

b. Identification and location of the person entitled to receive custody of the POVs is the responsibility of the appointed summary court-martial officer and casualty assistance officer.

c. The installation casualty assistance officer provides the transportation office with the casualty report and memorandum with the appropriate line of accounting or movement designator code based on the date of casualty. All POV shipments are marked "Bluebark."

d. The dependent is given at least 3 years, beginning on the date the Servicemember is officially reported as ill, injured, dead, or absent for 30 or more days in a missing status, to choose a home of selection for travel and transportation allowances. This time may be extended, not to exceed a total of 6 years. Extension requests beyond the first 3 years are submitted to DCS, G-4 Transportation Policy Division for approval.

e. Two of the Servicemember's POVs may be transported at Government expense, including overland transportation. Both POVs must be transported to the same location. The 20-MTON per vehicle restriction does not apply.

6-13. Privately-owned vehicle transportation for early return of dependents

a. A Servicemember is authorized transportation at Government expense for his or her dependents and HHG to a designated place in the United States, or if the dependents are foreign nationals, to their country of origin.

b. If a POV is shipped using early return of dependent orders, there is no authority for return transportation of a POV to a location OCONUS even if a dependent is permitted to return at Government expense.

c. The shipment of a POV under an early return of dependents order, if authorized and approved, exhausts the Servicemember's entitlement to ship a POV from the last or any previous permanent duty station OCONUS to CONUS.

6-14. Privately-owned vehicle transportation for a dependent relocating for personal safety

Senior commanders approve travel and transportation allowances for dependent relocation for personal safety. The transportation office personnel must take all possible measures to protect the dependent's current and future location within the transportation system from the Servicemember for the pickup and delivery of the POV. The senior commander or chain of command will direct and obtain Servicemember agreement for the shipment of the POV for use by the spouse and dependents.

6-15. Privately-owned vehicle storage

a. The Personal Property Consignment Instructions Guide is used to determine whether restrictions or prohibitions exist for importing a POV into the country to which the Servicemember is ordered. A Servicemember may be authorized storage of a POV when ordered to a foreign or non-foreign permanent duty station OCONUS where POV transportation is not permitted due to the country area, U.S. laws, regulations, other restrictions, or the extensive modification of the POV required as a condition of entry. A POV modification itemized cost estimate from a dealer or repair facility must be submitted as validation and justification for POV storage in lieu of POV shipment. Storage requests for POVs that met host nation entry requirements and were subsequently modified or customized by the owner and are no longer in compliance with host nation entry requirements will not be approved for storage at Government expense.

b. POV storage when POV transportation is authorized is not allowed. POV storage based on Servicemember convenience or Servicemember preference is not allowed. The Army permits a POV shipment to most permanent duty stations OCONUS with some exceptions, such as Korea. Shipment of a POV to Korea in conjunction with an unaccompanied tour is not authorized, regardless of rank, tour length, or whether the POV is a motorcycle. One POV shipment to Korea is directly tied to an accompanied or command-sponsored tour. Storage of one POV is authorized when a Servicemember is not authorized to ship a POV to Korea. Shipment of one POV for joint domicile couples is authorized for the Servicemember whose orders state joint domicile, accompanied command-sponsored tour, and have civilian dependents accompanying the Servicemember to Korea. The other Servicemember is authorized storage of one POV in the United States. If neither of the joint domicile couple has civilian dependents accompanying them to Korea, then no POV shipment is authorized for either Servicemember, and POV storage in the United States is authorized. DA Civilian orders issuing authority must contact the Seoul Civilian Personnel Advisory Center for POV shipment authorization to Korea on the PCS order.

c. The transportation office personnel must counsel a Servicemember on the requirements for POV storage and verify the authorization prior to providing the Servicemember a POV storage letter signed by the transportation officer.

d. The Servicemember is responsible for the excess costs for storing a vehicle that exceeds the GPC standard size. When a Servicemember is unable to pay the excess costs, the vehicle processing center must process DD Form 139 for collection. The 20-MTON size limitation may be combined for the purpose of storing one larger vehicle at Government expense in lieu of storing two POVs for a military married couple during an assignment when each Servicemember is authorized POV storage. Payment for storing the vehicle may not exceed the Government's total cost if each Servicemember had stored a vehicle within the maximum standard size.

e. A motorcycle, if prohibited from transportation, should be placed into origin NTS or approved for self-procured storage with weight tickets required.

f. When a POV is removed from storage, the POV must not be returned to storage under the same orders. Transportation of the POV to the next permanent duty station is the Servicemember's responsibility unless shipment of a POV is authorized under the orders.

g. If less than 12 months remain on an OCONUS tour, the POV may not be removed from storage for shipment.

h. When Government storage is not available OCONUS, POVs may be shipped to a CONUS storage facility.

- i.* The intent of POV shipment and storage is to provide for the Servicemember's primary means of transportation at the permanent duty station unless prohibited. It is not an automatic allowance to be used to store vintage, historic, classic, restored, collector, or customized POVs.
- j.* See the AMDR for information on POV storage in conjunction with a contingency order or TCS order.

6–16. Storage facilities

- a.* Servicemembers who are eligible to store a POV because of a PCS are required to use GPC or personally procured commercial storage. The transportation office personnel must provide the current GPC Government constructed cost for POV storage to the Servicemember for their limitation on reimbursement for self-procured POV storage. The transportation office personnel must counsel a Servicemember on the requirements for POV storage and verify the authorization prior to providing the Servicemember a POV storage letter signed by the transportation officer. The Servicemember is authorized reimbursement for either actual POV storage cost per month or the GPC monthly storage rate, whichever is less cost to the Government. The Servicemember requests reimbursement with DD Form 1351–2 (Travel Voucher or Subvoucher), transportation officer letter, POV registration, commercial storage contract, and paid invoice for processing by the Defense military payment office or finance office.
- b.* Commercial storage facilities are defined as any commercial fee-for-service facility, open to the public for daily or long-term storage of HHG or POVs. Storage facilities located on a military base and charge for storage are considered a commercial facility. A residential garage, carport, shed, or private lot or yard is not a commercial storage facility.

6–17. Continued privately-owned vehicle storage

- a.* Storage at Government expense terminates no later than 90 days after the Servicemember's report date at the next permanent duty station for PCS orders.
- b.* Transportation office personnel submit requests for POV storage in coordination with contingency or TCS orders beyond 90 days approval to ASC headquarters at usarmy.ria.asc.list.oco-personal-property@army.mil. The request must provide the reason for the additional storage with supporting documentation and must specify the additional time requested.
- c.* A Servicemember separated from the Service or relieved from active duty who has a POV in storage under the JTR is authorized continued POV storage until the 180th day after the active duty termination date, unless specifically prohibited in the JTR. Storage charges, accrued on or after the 181st day, are the Servicemember's financial responsibility.
- d.* A Servicemember, retired, placed on the temporary disability retired list, discharged with severance or separation pay, or involuntarily released from active duty with readjustment or separation pay, who has a POV in storage under the JTR is authorized continued POV storage for up to 1 year from the active duty termination date, including by a Servicemember's death. The authority and circumstances in the JTR apply for extending the 1-year storage limit. Storage charges accrued on or after the 366th day are the Servicemember's or dependent's financial responsibility.

6–18. Additional privately-owned vehicle transportation and storage references

Additional references on POV transportation and storage are available at <https://www.pcsmypov.com/>, https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf, and https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.

Chapter 7

Mobile Home Transportation (Servicemembers)

7–1. Standard allowances

- a.* See DTR 4500.9–R, Part IV for mobile home transportation procedures.
- b.* The transportation office personnel must provide the Servicemember a copy of DD Form 1800 (Mobile Home Inspection Record) and DTR 4500.9–R, Part IV Attachment K–5, "It's Your Move" Part IV Moving Your Mobile Home, available at https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_5.pdf, to use for per-move requirements.

c. A mobile home is a dwelling constructed or converted for use as a permanent residence and mobile by self-propulsion or towing. Mobile home includes a house trailer, a railcar converted for use as a principal residence, and a boat used as a principal residence.

d. A mobile home must be declared by the Servicemember as a primary and permanent residence at the previous station. The transportation documentation must indicate that the Servicemember intends to use the mobile home as a primary and permanent residence at next permanent duty station.

e. Mobile home transportation can be chosen instead of HHG transportation. This choice is available for PCS moves within the CONUS, within Alaska, or between the CONUS and Alaska. Selection of mobile home transportation does not allow UB or HHG transportation unless the HHG was removed from the mobile home for safe transportation.

f. Mobile home transportation is from the old permanent duty station to the new permanent duty station or between any other two points; however, the Government's cost liability is limited to the total cost to the Government to transport the Servicemember's PCS HHG weight allowance between the old and new permanent duty station.

g. The Government constructed cost to transport a mobile home, plus any HHG removed from the home to meet safety requirements, and any UB or HHG transported to the new permanent duty station for the Servicemember's use cannot exceed the Government's cost to transport the Servicemember's maximum PCS weight allowance between the old and new permanent duty stations.

h. Servicemembers who are assigned from CONUS to OCONUS remote assignment with a follow-on assignment to CONUS or Alaska can ship a mobile home to the follow-on location where they intend to use the mobile home as a primary and permanent residence upon return from the remote assignment. The Servicemember is responsible for arranging for receipt and disposition of the mobile home upon its arrival at destination.

7-2. Government-procured transportation for short distance moves

There is no cost limitation nor is the Servicemember limited to the cost of transporting 18,000 pounds of HHG when a Servicemember is ordered by the commanding officer of the installation concerned to vacate the premises (either Government or economy) on which the mobile home is located. The Servicemember is authorized Government-procured transportation and reimbursement for the expenses incurred, including SIT, for mobile home transportation to another site in the Servicemember's permanent duty station vicinity.

7-3. Personally procured transportation

a. Servicemembers may personally procure transportation of a mobile home. Reimbursement is authorized for the transportation costs and SIT costs. Reimbursement is limited to the 100 percent Government constructed cost to transport the Servicemember's PCS HHG weight allowance between the old and new permanent duty stations. This includes the weight of other shipments made under the same orders.

b. Table 7-1 is an example of a mobile home cost comparison worksheet for a master sergeant/E-8 with dependents who moves a mobile home between a permanent duty station in San Antonio, Texas, and a new permanent duty station in Phoenix, Arizona. Distance moved is 983 miles. Authorized weight allowance is 14,000 pounds. Authorized cost is based on the cost to move 14,000 pounds of HHG from San Antonio, Texas, to Phoenix, Arizona.

Table 7-1
Mobile home cost computation example from San Antonio, Texas, to Phoenix, Arizona—Continued

Estimated cost to move mobile home under the one-time only solicitation		\$10,550.00
Estimated cost to transport 1,000 pounds of HHG removed from mobile home to meet safety requirement	Add	\$500.00
*Estimated costs not allowed	Subtract	\$300.00
	Subtotal	\$10,750.00

Table 7–1**Mobile home cost computation example from San Antonio, Texas, to Phoenix, Arizona—Continued**

Estimated cost to transport 14,000 pounds (E–8 max weight allowance with dependents) of HHG	Subtract	\$7,098.30
	Total excess costs	\$3,651.70

* Not authorized costs for reimbursement: excess preparation fees; excess transportation costs; special handling requested by the Servicemember; insurance or excess valuation over the carrier's maximum liability; connecting or disconnecting appliances, equipment, and utilities involved in relocation and of converting appliances for operation on available utilities; costs associated with ensuring that the body, chassis, frame, springs, wheels, brakes, and tires are in good condition and that any extra property placed in the mobile home does not constitute an overload condition that could result in damage or repair charges; and repairs or maintenance performed en route, including structural repairs, brake repairs, and parts or tire replacement.

7–4. Storage in transit

Transportation offices may authorize SIT not to exceed 180 days. See the JTR, chapter 5, for complete policy and procedures.

7–5. Mobile home transportation when an active duty Servicemember is ill, injured, or reported absent for 30 or more days in a missing status or upon death

Transportation offices authorize or approve extensions of the basic 1-year limit for shipment of mobile homes based on the merit of the case under the JTR. See the JTR, chapter 5, for complete policy and procedures.

7–6. Excess mobile home transportation costs for a Servicemember separated or deceased or heirs of a deceased Servicemember

a. The Government is obligated for the total authorized cost to transport a mobile home. The Government representative will not authorize shipment of the mobile home until they have a written agreement by someone who will be financially responsible for all excess costs of the shipment. Government-arranged shipments for Servicemembers who do not remain in a pay status or dependents or heirs of deceased Servicemembers is authorized. The personal property Government BL can be issued to obligate the Government in an amount not to exceed the Servicemember's maximum entitlement plus the value of any advance excess cost collected. Any remaining excess costs are to be settled by the separating Servicemember with the moving company at destination.

b. Personally procured transportation of a mobile home is authorized limited to the Government constructed cost.

Chapter 8

Pet Quarantine

8–1. Pet quarantine incident to a permanent change of station

Pet quarantine information by location is found in the Personal Property Consignment Instructions Guide. A Servicemember on a PCS order is authorized reimbursement for mandatory pet quarantine fees for household pets, defined as a cat or dog. Reimbursement for the actual cost of these fees is authorized, limited to \$550 per PCS move. Transportation for a household pet is not a reimbursable expense, except when transportation is incident to an evacuation from a foreign permanent duty station in accordance with the JTR.

8–2. Pet quarantine and transportation reimbursement for Department of the Army Civilians

This paragraph clarifies pet quarantine reimbursement and transportation for PCS moves by a DA Civilian e. A DA Civilian transporting an exotic pet is required by law to have a U.S. Fish and Wildlife Service

certification before transporting the pet to or from foreign locations and should contact the U.S. Fish and Wildlife Service before transporting the pet. Cat and dog transportation and quarantine charges are not a separately reimbursable expense but may be claimed as miscellaneous expense allowance, only when claiming actual expenses for miscellaneous expense allowance. Non-transportation and handling pet-related expenses are not reimbursable. See the Defense Travel Management Office website for details on these expenses. When a traveler does not use a City Pair Program airfare because a pet cannot travel on the same aircraft, the Government is not financially responsible for costs greater than the most economical travel routing. Transportation of other animals, such as horses, fish, birds, and various rodents, is excluded due to their size or exotic nature, restriction on shipping, host country restrictions, or special handling difficulties.

Chapter 9

Dependent Student Transportation from Outside the Continental United States to a School in the United States

9–1. Unaccompanied baggage

UB of up to 350 pounds may be transported for each authorized trip between the school and the Servicemember's permanent duty station. The Servicemember is financially responsible for any overweight UB during educational travel. The OCONUS command operational and maintenance account funding and TAC is used for UB shipments since this is not a PCS and PCS orders funding cannot be used.

9–2. Baggage storage

During a student's annual trip between the school and the Servicemember's permanent duty station, or during a different period in the same fiscal year selected by the Servicemember, a Servicemember may store the student's UB, limited to 350 pounds, in the school vicinity in lieu of transporting the UB. The Service concerned may pay, or a Servicemember may be reimbursed for, the storage cost, limited to the cost of round trip transportation for UB. The OCONUS command operational and maintenance account funding and TAC is used for storage of UB since this is not a PCS and PCS orders funding cannot be used.

Chapter 10

Department of the Army Civilian Household Goods, Personally-Owned Vehicle, and Mobile Home Transportation

10–1. Household goods weight allowances for uncrated shipments

A 2,000-pound allowance is added to the maximum weight for packing weight, covering barrels, boxes, cartons, and similar materials.

10–2. Administrative weight limitation

a. The typical administrative limited weight allowance is 4,500 pounds (25 percent of 18,000 net weight pounds) for a DA Civilian. An allowance of up to 500 pounds in addition to the 4,500 pounds or applicable authorized administrative weight is allowed for packing weight, covering barrels, boxes, cartons, and similar materials only. Consumable goods and PBP&E (administrative expense) transportation weight allowances are in addition to the administrative HHG weight.

b. See the Administrative HHG Weight Allowance Locations (available at <https://www.travel.dod.mil/policy-regulations/joint-travel-regulations/supplements/>) for approved administrative weight allowance locations that may differ from the 4,500 pounds amount. Only administrative weight allowance locations listed in the Administrative HHG Weight Allowance Locations are valid.

10–3. Transportation

A DA Civilian who is authorized a move at Government expense is authorized HHG transportation. NTS may be authorized in lieu of HHG transportation when assigned to certain locations, if eligible. The maximum HHG weight allowance that may be transported or stored in conjunction with transportation is 18,000 pounds.

10–4. Responsibility for transportation expenses

The DA Civilian is financially responsible for all transportation costs as the result of excess HHG weight allowance, alternate HHG transportation locations, articles transported that are not authorized HHG, special services requested by the employee, and transportation related costs caused by the employee's negligence.

10–5. Transportation methods

UB is part of the total HHG weight allowance. Arrangements for shipment of UB should be made as soon as possible to minimize the requirement for expedited movement. This applies when permanent duty travel is involved. Additional costs are not considered in determining an employee's allowance to Government BL shipment compared to commuted rate table shipment (see the GSA Moving HHG Commuted Rate Table at <https://www.gsa.gov/policy-regulations/policy/employee-relocation-management-policy/reimbursable-relocation-expenses-and-rates>).

10–6. Mobile home transportation

Mobile home transportation is limited to the HHG weight allowance of 18,000 pounds between the old and new permanent duty stations plus 90 days of HHG SIT. Any unused mobile home transportation cost may not be used to ship HHG. Mobile home transportation to other locations by the employee is subject to excess cost.

10–7. Mobile home eligibility

A mobile home acquired on or before the effective date of the employee's TCS or PCS travel order may be moved at Government expense only if it is used as the primary or permanent residence at the new permanent duty station.

10–8. Mobile home responsibility

The DA Civilian is responsible for ensuring the mobile home body and chassis, including tires and tubes, have been placed in fit condition at the DA Civilian's expense and to the Government's satisfaction to withstand transportation between the authorized locations indicated in the JTR.

10–9. Mobile home reimbursement of costs for personally procured commercial transportation

An eligible traveler authorized mobile home allowances under the JTR may transport a mobile home at personal expense and be reimbursed for transportation cost not to exceed the amount determined by the JTR.

10–10. Mobile home towed by personally-owned vehicle

When a POV tows a mobile home, an additional mileage allowance of \$0.11 per mile is paid to cover the costs of transporting the mobile home for expenses allowed in the JTR.

10–11. Personally-owned vehicle transportation outside the continental United States

For OCONUS POV transportation, only one POV may be authorized to be transported at Government expense per the agency or Service determination. The vehicle may not be shipped as PBP&E. The POV is to be in operating order, legally titled, and registered for driving.

10–12. Eligibility determination for privately-owned vehicle transportation outside the continental United States

Eligible traveler authorized POV transportation is a traveler transferred in the Government's interest, new appointee, or student trainee assigned to the first permanent duty station.

Chapter 11

Evacuation Authority

11–1. Authority to order an evacuation

Senior commanders have the authority to ship and store HHG using local operation and maintenance funds, including quarters to quarters (Government and economy) moves and NTS of HHG for quarters

that become uninhabitable at locations due to a man-made or natural disaster. Local moves may be performed under the JTR for DA Civilians with NTS authorized under the JTR for Servicemembers. There is no authority for NTS for DA Civilians. These moves are funded by local installation support funds and cannot be charged to evacuation funding appropriations. An evacuation does not have to be declared for the senior commander to authorize HHG shipment or storage.

11–2. Choosing an evacuation destination

Transportation from the initial safe haven to a designated place under the JTR may be authorized through the Deputy Assistant Secretary of the Army (Military Personnel).

Appendix A

References

Section I

Required Publications

Unless otherwise indicated, all Army publications are available on the Army Publishing Directorate website at <https://armypubs.army.mil/>.

AMDR

Army Mobilization and Deployment Reference (Available at <https://api.army.mil/e2/c/downloads/2022/06/01/5abfc55e/amdr-2022.pdf>.) (Cited in para 1–6c.)

DTR 4500.9–R, Part IV

Defense Transportation Regulation, Personal Property (Available at <https://www.ustranscom.mil/dtr/>.) (Cited in the title page.)

JTR

Joint Travel Regulations (Available at <https://www.travel.dod.mil/>.) (Cited in the title page.)

Personal Property Consignment Instructions Guide

(Available at <https://www.ustranscom.mil/dp3/pdfs.cfm/>.) (Cited in para 1–9c.)

Section II

Prescribed Forms

This section contains no entries.

Appendix B

Internal Control Evaluation

B-1. Function

The function covered by this evaluation is the policies governing the transportation of personal property and related services.

B-2. Purpose

The purpose of this evaluation is to assist transportation offices in evaluating the key internal controls listed. It is intended as a guide and does not cover all controls.

B-3. Instructions

Answers must be based on the actual testing of key internal controls (for example, document analysis, direct observation, sampling, simulation, or other). Answers that indicate deficiencies must be explained and the corrective action identified in supporting documentation. These internal controls must be evaluated at least once every 5 years. Certification that the evaluation has been conducted must be accomplished on DA Form 11-2 (Internal Control Evaluation Certification).

B-4. Test questions

- a. Has the senior commander or designee appointed a military Servicemember or DA Civilian as transportation officer to execute procedures to obtain transportation services?
- b. Has the transportation officer appointed transportation agents and designated the scope of their authority in writing?
- c. Have the origin and destination transportation officers complied with "Bluebark" (a term used to designate personal property shipment of a deceased customer) procedures specified in DTR 4500.9-R, Part IV?
- d. For PPMs, do counselors inform Servicemembers that acceptable tare and gross weight tickets must be submitted for final processing of reimbursement and that failure to do so may result in denial of a monetary allowance payment?
- e. Do transportation office personnel provide face-to-face counseling (in office); conduct comprehensive reviews of documents generated in DPS; and facilitate group briefings for first-time movers, retirees and separatees, Bluebark, and personal safety shipments?
- f. Do transportation officers ensure all transportation personnel complete the USTRANSCOM's Basic Personal Property Training Course and track completion?
- g. Does the transportation officer provide all DoD Servicemembers moving shipments under the DoD Personal Property Program instructions and information on completing the CSS?
- h. Is DD Form 1812 (Warehouse Inspection Report) used to conduct inspections and a copy maintained by the transportation officer?
- i. Are personal property processing offices (PPPOs) counseling customers on keeping DPS updated or assisting customers in updating DPS to include in-transit addresses, phone numbers, email addresses?
- j. Do PPPOs inform customers on entitlements related to shipment or storage of personal property, PPMs, and POVs?
- k. Are PPPOs annotating DD Form 1299 "Shipment per JTR 052012" for retirees and separatees?
- l. Do PPPOs brief retirees and separatees on entitlements and ensure completion of the modified DD Form 1797?
- m. Are PPPOs counseling customers to provide written permission from bank or dealership for vehicles on lease or loan prior to shipment?
- n. Do PPPOs advise Servicemembers that they may personally tow their boats or arrange with a commercial boat mover by submitting a claim for reimbursement not to exceed actual or allowed cost to the Government under the PPM program?
- o. Do PPPOs advise customers that the cost of shipping a boat more than 14 feet or under 14 feet with trailer may exceed the cost for shipping the same weight of HHG and that they will be responsible for the excess costs? If excess cost exists, do PPPOs provide customers an estimate of excess cost once the boat one-time only rate is received from USTRANSCOM and collect excess cost associated with boat moves that exceed their entitlements?

- p. Do PPPOs assist customers with submission of extension to travel and transportation time limitations?
- q. Do PPPOs validate personal property movement or storage entitlements on orders prior to aiding customers?
- r. Do PPPOs validate POV storage and shipping entitlements prior to aiding customers? If Servicemembers elect to self-procure POV storage, is a letter of authorization issued?
- s. Do PPPOs make customers aware of consignment guide instructions in DPS (that is, firearms, POV restrictions, and so forth)?
- t. When requested by the Servicemember, do PPPOs request reweighs of inbound personal property?
- u. Do PPPOs assist customers with processing inconvenience claims?
- v. Do PPPOs close out PPMs?
- w. Do PPPOs assist customers with submitting excess cost rebuttals?
- x. When requesting partial withdrawal from SIT or NTS, is the Servicemember providing the PPPO or PPSO a list of inventory item numbers to be withdrawn?
- y. Do PPPOs, PPSOs, and joint PPSOs take action to warn or recommend disqualification when carriers and agents violate tender of service provisions?
- z. Do PPPOs, PPSOs, and joint PPSOs track the number of personal property inspections performed on-site and telephonically?

B-5. Supersession

Not applicable.

B-6. Comments

Help make this a better tool for evaluating internal controls. Submit comments to the Deputy Chief of Staff, G-4 at usarmy.pentagon.hqda-dcs-g-4.mbx.publications@army.mil.

Glossary of Terms

This section contains no entries.

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