

TRANSPORTATION OF PERSONAL PROPERTY

NAVSUP Publication 490, REV 6



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NAVSUP PUBLICATION 490

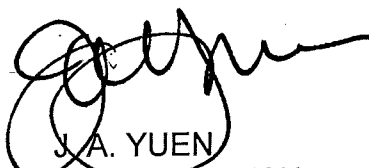
REVISION 6

NAVY DEPARTMENT
NAVAL SUPPLY SYSTEMS COMMAND
Mechanicsburg, PA 17055-0791

The instructions herein are issued for the information and guidance of all persons providing personal property transportation services for Navy-sponsored shipments.

This publication supersedes the Naval Supply Systems Command Publication 490, Revision 5 of 8 December 2010.

Revision 6 of NAVSUP PUB 490 has been reviewed by the Per Diem, Travel and Transportation Allowance Committee in accordance with DoDD 5154.29 as PDTATAC Case RR15010 of 7 May 2015



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Changes to NAVSUP Pub 490, Rev 6

Change/Type	Topic	PDTATAC Approval
1 Admin	The P490 has been reorganized and renumbered to align with the issuance of the consolidated Joint Travel Regulations	PDTATAC Case RR15010
2 Admin	1.5.b - The designator *SP* has been added to paragraphs that implement a "secretarial process"	PDTATAC Case RR15010
3 Admin	2.1 - Defines terms not in the JTR	PDTATAC Case RR15010
4 Admin	2.4 - Retention of records extended to 10 years	DASN Memo 29 January 2015
5 Procedure	3.3. a - Describes the requirement to use a new NTS funding each FY. This was implemented in FY2011 to comply with the DoD FMR	PDTATAC Case RR15010
6 Admin	3.9 - Invoices submitted over three years after services are provided are not to be processed IAW Title 49 US Code, Title 31 and Vol. 10 of the DoD FMR	PDTATAC Case RR15010
7 Procedure	3.13.e - "Pay.Gov" to establish and debt and collect on excess costs	PDTATAC Case RR15010
8 Admin	4.1 - TDY orders must state if a UB/HHG allowances is authorized.	PDTATAC Case RR15010
9 Procedure	5.2 - Members going PCS to a Hospital for treatment should be encouraged to use NTS in-lieu of shipment.	PDTATAC Case RR15010
10 Admin	5.4 - Designated Location/Place requirement	PDTATAC Case RR15010
11 Admin	5.6 - Describes the process to request an increase to a weight allowance	PDTATAC Case RR15010
12 Admin	5.7 - Identifies that the JTR, Appendix W is the source for administrative HHG weight allowances	PDTATAC Case RR15010
13 Admin	5.8 - Identifies CHNAVPERS N130C as the approval authority for administrative HHG weight allowance increases	PDTATAC Case RR15010
14 Admin	5.12.c - Identifies CHNAVPERS N130C as the OPR for remissions of indebtedness	PDTATAC Case RR15010

15 Procedure	5.16 - HHG transportation before an order is issued requires a funding commitment from the funds holder	PDTATAC Case RR15010
16 Admin	5.18.b - Identifying that DPS does not include the Air Mobility Command costs	N/A
17 Procedure	5.18.c - Requires airlift of civilian employee's property to include the funds holder's permission in writing	N/A
18 Procedure	5.18.e - NAVSUP GLS is to be copied on correspondence between the PPSO and ACA	N/A
19 Admin	5.20 - Identifies PPM advance criteria	PDTATAC Case RR15010
20 Policy	5.21 - Restricts approval of transportation/NTS not available approvals to the NAVSUP HQ HHG Director	PDTATAC Case RR15010
21 Policy	5.22.a & b - Identifies weight ticket requirements	PDTATAC Case RR15010
22 Policy	5.22 NOTE: Weight tickets that exceed the rated capacity for a vehicle will be paid at a max of 110%	PDTATAC Case RR15010
23 Admin	5.24.h - Provides web site info for Navy PPM info and claims status	PDTATAC Case RR15010
24 Admin	5.28 - New submission methods and addresses for DD Form 1164s	N/A
25 Procedure	5.29 - PPSO advise members with TDY enroute exceeding 90 days to use NTS	PDTATAC Case RR15010
26 Admin	5.32 - Identifies difference between withdrawal of NTS versus conversion of NTS to SIT for the purpose of shipping	PDTATAC Case RR15010
27 Policy	5.33.d - Members may release excess to quarters NTS to residence for the purpose of consolidating property prior to shipping to new PDS	PDTATAC Case RR15010
28 Policy	5.37.a - Identifies termination authority on expired NTS	PDTATAC Case RR15010
29 Procedure	5.37.b - Identifies documentation requirements for terminated NTS	PDTATAC Case RR15010
30 Policy	5.37.c - Identifies requirements for quarterly review and validation of NTS accounts	PDTATAC Case RR15010
31 Policy	5.38.b - Under no circumstances will PPSO imply that a TSP has the "go ahead" to auction property	N/A

32 Procedure	5.39 - Identifies collection of excess cost process for NTS terminated after expiration of entitlement	PDTATAC Case RR15010
33 Policy	5.40 - Identifies rules for delivery out of expired NTS	PDTATAC Case RR15010
34 Policy	5.41.d - Identifies requirement to have housing office certify non-availability of suitable civilian quarters as justification for SIT extension	PDTATAC Case RR15010
35 Policy	5.43.a - Termination of SIT for members that have not been reached is the call of NAVSUP HQ	PDTATAC Case RR15010
36 Policy	5.43.c - Under no circumstances will PPSO imply that a TSP has go ahead to auction property	PDTATAC Case RR15010
37 Admin	5.43.d - Time limit for delivery-out at government expense	PDTATAC Case RR15010
38 Procedure	5.48.b - Separatee/Retiree moving out of GOV quarters or privatized housing must obtain a "Notice to Vacate" or the move will be their final move	PDTATAC Case RR15010
39 Procedure	5.49.e - Spouse Pro Gear process	PDTATAC Case RR15010
40 Procedure	5.50.b - Identifies that Navy Standard Transfer Orders are no longer valid	PDTATAC Case RR15010
41 Admin	5.56 - Updated BLUEBARK Deceased member guidance	N/A
42 Procedure	5.56.f. - Identifies CHNAVPERS N130C as approval authority to extend time limits under JTR, par. 5316-B3	PDTATAC Case RR15010
43 Procedure	5.57.c.(3) - Identifies CHNAVPERS N130C as approval authority for ODC T & T extensions	PDTATAC Case RR15010
44 Procedure	5.58.c - Identifies reasons that do not qualify for hardship extension of T & T	PDTATAC Case RR15010
45 Procedure	5.58.d - Identifies CHANAVPERS N130C as approval authority for hardship T & T extensions	PDTATAC Case RR15010
46 Procedure	5.69.a(2) - Identifies approval authority for POV Storage not available	PDTATAC Case RR15010

47 Policy	5.76 - Identifies re-transportation approval authority for employee's HHG is NAVSUP HQ Director	PDTATAC Case RR15010
48 Policy	5.80 - Identifies employee requests for excess packing material credit approval authority is the NAVSUP HQ Director	PDTATAC Case RR15010
49 Procedure	5.83.c - Sets suspense to acquire new LOA/TAC for employee NTS	PDTATAC Case RR15010
50 Admin	6.5 - Describes the POV Inconvenience claim process for members	N/A
51 Admin	6.6 - Describes the POV Inconvenience claim process for employees	N/A
52 Policy	7.3.a - Prescribes that previous moves will only be re-audited for a member's request or suspected fraud	PDTATAC Case RR15010
53 Policy	7.3.b - Prescribes that fixes to the Navy's Personal Property Audit System will not generate a re-audit	PDTATAC Case RR15010
54 Procedure	Chapter 8 - New Chapter addressing PII and SSAN safeguarding	N/A
55 Policy	Chapter 9 - Quality Assurance - Raises the QA Inspection rate from 25% to 50%	N/A
56 Policy	Chapter 10 - Self Inspection Program	N/A

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CHAPTER 1 - INTRODUCTION, AUTHORITY, RESPONSIBILITIES**1.1 Purpose**

Transportation of Personal Property is governed by the Naval Supply Systems Command (NAVSUP) Publication 490 (NAVSUP P-490). It is intended to clarify and standardize the policy for transportation of Navy personal property. This publication supplements the Joint Travel Regulations (JTR) and provides policy guidance on the movement and storage of personal property.

1.2 Authorization

The publication is issued to provide guidance to all personal property offices servicing Navy military members and Navy civilian moves. The Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) may authorize, in writing, deviations from the instructions contained in this publication, provided the matter concerned is entirely under the cognizance of NAVSUP HQ Code N3/4, N42.

1.3 Changes

Users are requested to keep this publication up to date by making changes as they are sent out by NAVSUP HQ. Recommendations for improvement should be sent to Deputy Commander, Naval Supply Systems Command, 5450 Carlisle Pike, PO Box 2050, Mechanicsburg, PA 17055-0791 (Attn: NAVSUP HQ Code N42).

1.4 Distribution of Copies

This publication is located on the part of the Naval Logistics Library (NLL) at: <https://nll.ahf.nmci.navy.mil> and can also be found on NAVSUP's Household Goods Portal at https://www.navsup.navy.mil/hhg/policy_instructions.

1.5 Joint Travel Regulations (JTR) References

a. References within this publication to Joint Travel Regulations appear as (*JTR, par. ####).

b. ***SP*** marked paragraphs in this P490 define the Secretarial Process.

1.6 Statutory Authority for Uniformed Member's Moves

Title 37 U.S. Code contains the basic substantive authority for the transportation of Household Goods (HHG), privately owned vehicles (POVs) and mobile homes of military personnel.

1.7 Regulatory Authority

The regulatory authority for shipment and storage of personal property for military members is contained in the Joint Travel Regulations. This NAVSUP P490 "Transportation of Personal Property" contains Navy administrative instructions, which implement the basic regulations. These implementing instructions are keyed to the pertinent paragraph numbers in the JTR.

1.8 NAVSUP HQ Authority

Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) is the designated representative of the Secretary of the Navy for the purpose of authorizing or approving transportation service of personal property, i.e. Household Goods and Privately Owned Vehicles (POV) for Navy personnel under the provision of the JTR.

1.9 NAVSUP Global Logistics Support Products and Services (P&S) Director's Authority

COMNAVSUPSYSCOM hereby delegates authority for the NAVSUP GLS P & S Director to authorize or approve requests for shipment and/or storage of personal property for Navy personnel under the specific conditions stated in the applicable paragraphs of this publication.

1.10 Authority of the Personal Property Processing Office (PPPO)/Personal Property Shipping Office (PPSO) of Each Activity Providing Personal Property Services

COMNAVSUPSYSCOM hereby delegates authority for PPPOs/PPSOs to authorize or approve requests for shipment and/or storage of personal property for Navy personnel under the specific conditions stated in the applicable paragraphs of this publication.

1.11 Authority of NAVSUP Fleet Logistics Center Norfolk (FLCN) Business Support Department Code 302 (HHG-AT)

COMNAVSUPSYSCOM hereby delegates authority for NAVSUP FLCN Business Support Department Code 302 (ACR) (HHG-AT) to:

a. Receive and adjudicate final settlement of Navy funded Personally Procured Moves (PPM) claims. Initiate collection of excess costs by pay account checkage or other appropriate actions.

b. Authorize and approve storage in transit (SIT) up to 180 days for PPMs IAW paragraph 5.25.

1.12 Statutory Authority for Civilian Moves

Title 5 U.S. Code contains the basic substantive authority for the transportation of personal property of civilian personnel.

1.13 Regulatory Authority

The statutory regulatory authority for shipment and storage of personal property for civilian employees is contained in the JTR. This publication contains Navy administrative instructions, which implement the basic regulations. These implementing instructions are keyed to the pertinent paragraph numbers in the JTR.

1.14 Specific Responsibilities

a. NAVSUP HQ N3/4 serves as the principal NAVSUP HQ point of contact, resource advocate, and coordinating authority for all personal property matters under NAVSUP's control to increase the readiness, well-being, and morale of our forces and their dependents.

b. NAVSUP HQ N42 Administers the Navy Personal Property Program including strategy, policy, cross-service and DoD contacts and tool management. Specific responsibilities include but are not limited to:

(1) Proponent for Navy Personal Property Program.

(2) Maintenance and publication of Transportation of Personal Property, NAVSUP P490.

(3) Represents Navy interests with United States Transportation Command (USTRANSCOM), Surface Deployment and Distribution Command (SDDC), Office of Chief of Naval Operations

(OPNAV), Navy Judge Advocate General (NAVJAG), Per Diem Committee and, other Services and agencies.

(4) Co-Chair of Navy Household Goods Leadership Forum with Global Logistics Support HHG Products and Services (P&S) Director.

(5) Response to Congressionals, Official inquiries, Board for Correction of Navy Records (BCNR) cases, entitlement issues and other similar requirements levied by agencies at or above the Echelon II level of command.

(6) Development and functional management of software programs (tools) used specifically for personal property and audit operations to include Personal Property Transportation Auditing System (PPTAS).

(7) Represent Navy personal property interests in DoD programs including Defense Personal Property Program (DP3), Base Realignment and Closure (BRAC), Joint Basing, and other similar, emergent requirements.

(8) Personal Property Oversight program to include scheduling, maintenance of all checklists to include: PPSO Inspector General (IG) Checklist, Audit Division Checklist and NAVSUP GLS Checklist, conduct of management assistance visits and IG Command Assessments.

(9) Training policy and requirements.

(10) Resource advocate for NAVSUP GLS funding requirements.

(11) Navy lead for DP3 Program software development, to include software management, business rules, member Council of Captains and Colonels, member Configuration Control Board (CCB) and Functional Review Board (FRB).

(12) Navy lead for Joint Regionalization initiative.

(13) Long-range (strategic) personal property planning.

(14) Development and maintenance of a single manpower requirements standard for Navy offices.

(15) Personal Property overall metrics.

(16) Continuous Process Improvement.

(17) Development of quality assurance standards.

(18) Provide policy guidance and oversight to JPPSO/PPSOs and the HHG-AT.

c. Commander, NAVSUP GLS Products and Services (P&S) Directors execute the Personal Property Program at the operational level. Specific responsibilities include but are not limited to:

(1) Co-Chair of Navy Household Goods Leadership Forum with NAVSUP HQ N42.

(2) Execution of DoD, USTRANSCOM, SDDC, Navy and other Service Personal Property policy as specified in official regulations and instructions.

(3) Execution of personal property responsibilities for DoD programs to include BRAC, Joint Basing and other similar, emergency requirements.

(4) Assist NAVSUP HQ on IG inspections and staff assistance visits as requested.

(5) Workforce management, certification, budget and execution.

(6) Workforce training requirements determination and management.

(7) Development, publication and maintenance of Standard Operational Procedures (SOP) for personal property operations.

(8) Execution of Joint and Naval Regionalization Operations and consolidation actions.

(9) Personal property operational and performance metrics.

(10) Continuous Process Improvement (CPI) at NAVSUP GLS echelons and below.

(11) DP3 execution to include operational testing, training and fielding of Defense Personal Property System (DPS) software.

(12) Technology requirements determination.

(13) Consolidation and supervision of Navy personal property call centers.

(14) Tactical planning and execution.

(15) Personal Property Office organization. A command and control chart and guide (including key POCs) will be published each October for the current fiscal year.

(16) Development and execution of a Quality Assurance program.

(17) Implementation and enforcement of the Navy manpower standard within the NAVSUP GLS personal property organization.

(18) Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

d. Commander, NAVSUP Fleet Logistic Centers (NAVSUP FLC) Personal Property Office Transportation Officers (TO) execute the Personal Property Program at the Tactical level. Specific responsibilities include but are not limited to:

(1) Member, Navy Household Goods Leadership Forum.

(2) Execution of DoD, USTRANSCOM, SDDC and Navy, NAVSUP GLS and other Service's Personal Property policy as specified in official regulations and instructions.

(3) Conduct and document 4 hours of training, per employee, per month.

(4) Oversight of offices aligned to the NAVSUP FLC for command and control according to most current NAVSUP GLS organizational diagram.

(5) Continuous Process Improvement at the FLC level and below.

(6) Execution of customer and supplier outreach and engagement initiatives.

(7) Quality assurance operations at the FLC level and below.

(8) Execution of the DP3 Program and software deployment.

(9) Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

e. Personal Property Offices and Activities below the NAVSUP FLC level execute the Personal Property Program at the Tactical level. Specific responsibilities include but are not limited to:

(1) Execution of DoD, USTRANSCOM, SDDC and Navy, NAVSUP GLS and other Service Personal Property policy as specified in official regulations and instructions.

(2) Conduct and document 4 hours of training, per employee, per month.

(3) Continuous Process Improvement at the office level.

(4) Execution of customer and supplier outreach and engagement initiatives.

(5) Quality assurance operations at the office level.

(6) Execution of the DP3 Program and software deployment.

(7) Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

1.15 Command and Control Relationships

Command and control relationships within the personal property program follow the existing relationships established within the NAVSUP Enterprise to the FLC level. JPPSO, CPPSO and FLC PPSO offices with subordinate PPPO offices aligned to them, are responsible for the operational execution of the personal property program of those offices.

a. NAVSUP GLS will issue such supplemental guidance and direction as required to formalize and standardize relationships and operations with its FLC lead offices.

b. NAVSUP FLC JPPSO, CPPSO and PPSO offices will issue such supplemental guidance and direction as may be required to formalize and standardize relationships and operations with their PPSO offices.

c. Supplemental guidance may only add to the requirements herein.

1.16 Reporting of Natural Disasters, Strikes, Thefts, and Fires etc.

Comply with the Defense Transportation Regulation (DTR) PART 4, Chapter 410. NAVSUP HQ, N42 will be copied on all correspondence.

1.17 Household Goods Audit Team (HHG-AT) Responsibilities

a. Adjudicate and settle Personally Procured Moves (PPM) as prescribed by the DoD FMR Volume 9, Chapter 6 for Navy uniformed members.

b. Conduct Entitlement Audits as prescribed by the JTR, paragraph 5206 for Navy uniformed members.

c. Initiates collection action for excess cost as prescribed by the DoD FMR, Volume 7A, Chapter 50.

CHAPTER 2 - TERMS NOT DEFINED IN JTR AND ADMINISTRATIVE**2.1 Terms not Defined in the JTR**

a. Duty Under Instruction (DUINS). DUINS is when the actual course(s) of instruction is 20 or more weeks at one location.

b. Effective Date of Homeport Change. The effective date for a homeport change is the effective date specified in the Chief of Naval Operations message, changing the homeport of a ship, ship-based staff, or other afloat-based mobile units.

c. First Time Mover. A service member who has not moved household goods on a Navy funded order.

e. Not in Pay Status. A member is not in pay status if they are separating without retiring, placement on the Temporary Disability Retired List (TDRL), transferring to another branch of service or becoming a drilling reservist/guardsman.

f. Temporary Duty Under Instruction (TEMDUINS). TEMDUINS is when the actual course(s) of instruction is less than 20 weeks at one location.

g. Turned Over To A PPSO. Turned over to a PPSO within the prescribed period is accomplished when any PPSO receives a request (email, letter or DD Form 1299) for shipment or storage on or before 2400 hours of the last calendar day of the specified time limit. Although physical shipment arrangements are not accomplished within the time limit, the property must be available for shipment or storage concurrently with the member's request. Actual shipment must be on the first date the responsible PPSO can arrange pack and pickup.

2.2 Service Implementing Guidelines and the JTR

a. The Department of Army, Air Force and Marine Corps supplements to the JTR as well as Personal Property Advisories may be found at
https://www.navsup.navy.mil/hhg/policy_instructions.

b. The Defense Travel Management Office website contains Per Diem, Travel and Transportation Allowance Committee JTR Regulations Online
<http://www.defensetravel.dod.mil/site/travelreg.cfm>.

2.3 Navy Worldwide Locator

a. The Navy Worldwide Locator at Naval Personnel Center provides current duty/residence addresses for active duty, separatees within one year of separation or retired Navy members. For more information go to:
<http://www.public.navy.mil/bupers-npc/organization/npc/csc/Pages/NavyLocatorService.aspx>.

b. In instances where the member has been separated from all duty (regular and reserve) for more than 12 months, a request for address must be forwarded in writing to:

National Personnel Record Center
9700 Page Blvd.
St. Louis, MO 63132-5100

c. Only in emergency situations, PPSOs may call NPC at 1-866-827-5672 and request release of information using other expeditious means.

2.4 Retention of Personal Property Records

a. In accordance with the Deputy Assistant Secretary of the Navy Memo, "Revised Document Retention Requirement to Support DON Financial Audit Statements," of 29 January 2015, all financial transaction records in support of the DON's financial statement audit, such as records related to procuring goods and services, paying bills, collecting debts, and accounting will be retained for a period of 10 years. This includes but is not limited to bills of lading, invoices, service orders, and DD Form 1299.

b. PPSOs will ensure that these documents are maintained electronically in an official DoD approved Records Management system. Third-party, non-DoD Record Management systems are prohibited.

2.5 Emergency Preparations

In addition to current DTR and SDDC guidance, NAVSUP GLS (Code 400) must develop and maintain standard operating procedures for preparation and implementation of a plan-of-action to continue HHG services in the event of destructive weather or other natural/man-made disasters causing the closure or evacuation of a Navy operated PPSO and or PPPO.

CHAPTER 3 - FUNDING AND ACCOUNTING

3.1 Funding of Navy Personal Property Shipments

No Personal Property (PPTY) or Privately Owned Vehicle (POV) transportation, storage or services of any kind are authorized without a valid Line of Accounting (LOA) to include the Standard Document Number (SDN) and a valid Transportation Account Code (TAC) on an order authorizing the specific service in accordance with the JTR.

3.2 Fiscal Year Funding Rules PPTY/POV Shipments

The LOA, SDN and TAC on the orders are to be used to fund PPTY/POV shipments. The funding is valid for the current fiscal year (FY) issued plus five more fiscal years. Example: The funding on a PCS order issued in FY14 is valid for FY14 plus FY 15, 16, 17, 18 and 19.

3.3 Fiscal Year Funding Rules Non Temporary Storage (NTS)

a. Navy Military Non Temporary Storage (NTS) use the "NTS" LOA, SDN & TAC on the orders. If the order does not have one use, the Navy NTS Crosswalk published by OPNAV N10 PCSVC each September.

b. Navy Civilian NTS lots are to be funded with the LOA, SDN and TAC on the orders for the first FY of storage. For each subsequent FY, a new LOA/SDN or TAC will need to be provided by the sponsoring personnel office each October 1st (new FY) to maintain the account at government expense (JTR, par. 5660-D2b).

c. Handling-out and shipment of NTS is to be charged to the new order.

3.4 Expired Funding

Expired lines of accounting/TACs shall not be used. Use of expired funding will in most cases constitute an Anti-Deficiency Act (ADA) violation. If updated funding is needed, contact the Service/Agency representative listed on the NAVSUP GLS HHG Portal <https://www.navsup.navy.mil/hhg>.

3.5 Dual Funding

Some Navy PCS orders involving Temporary Duty Under Instructions (TEMDUINS) of less than 20 weeks and a PCS will have two funding

lines. The PCS funding line is used for all transportation/storage costs and POV expenses.

3.6 Funding Of PPTY/POV for Other Services/Agencies

Each Service/agency releases annual guidance on their funding. Please see the GLS HHG Portal for the most current information.
<https://www.navsup.navy.mil/hhg>

3.7 Roles for Invoice Payment

a. Accountable Official (AO). The AO is responsible for providing a certifying officer with information, data, or services needed or required in the certification of vouchers for payment.

b. Certifying Officer (CO). The CO certifies the statements, facts, accounts, and amounts appearing on a voucher, or other documents. The CO has a pecuniary liability for payments IAW the DOD FMR. The CO must be:

(1) A DOD military or US civilian.

(2) Designated in writing by the Commanding Officer.

3.8 Processing Invoices

The most current guidance is posted on the GLS HHG Portal
<https://www.navsup.navy.mil/hhg>.

3.9 Aged Invoice Payments

Invoices for transportation or storage that are received over three years after the service was provided are not to be processed by the PPSO for payment (Title 49 U.S. Code § 14705 - Limitation on actions by and against carrier, Title 31, U.S.C. section 3726, DoD FMR Vol. 10, Chap 13, Para 130902). TSP may appeal to:

**General Services Administration
Federal Supply Service Audit Division (FBA)
Code: CC
1800 F Street, NW
Washington, DC 20405**

For more information visit www.gsa.gov/transaudits

3.10 Procurement and Control of Government Owned Containers (GOC) Type I or Type II (Reference DTR, Part IV, Appendix G)

a. Navy JPPSO/PPSO will send a request to NAVSUP HQ N42 with a copy to NAVSUP GLS.

b. NAVSUP HQ Household Goods Team will work with SDDC to determine the possibility of repositioning containers from another location. If repositioning containers is not practical, the NAVSUP HQ Household Goods Team will provide approval via email to NAVSUP FLC Norfolk Code 10 to begin the procurement process.

c. The requesting JPPSO/PPSO will work with NAVSUP FLC Norfolk (Code 10) on the procurement process. Funding will be provided by the Chief of Naval Personnel (CHNAVPERS).

3.11 Control of Government Owned Containers (GOC)

a. GOCs are to be used only for HHG and Unaccompanied Baggage (UB) shipments for personnel who are authorized shipment or storage under the authority of the JTR.

b. The contractor will report, store, and when directed by the ordering officer, reposition government-owned HHG containers. When repositioning is ordered, the contractor will load the GOCs on vehicles and deliver them to the site identified by the ordering officer. (See DTR, Part IV, Appendix G, Paragraph A.8.k)

3.12 Reimbursement of Inspection and Treatment of Gypsy Moths

a. PPPOs must ensure members moving out of a gypsy moth risk area are properly counseled on their responsibility to obtain a certificate of inspection and if it is required, to provide the certificate of inspection to a Transportation Service Provider.

b. The cost of inspection and treatment for gypsy moths is a reimbursable expense.

3.13 Advance Excess Cost Collections from Members in a Non-Pay Status

a. Excess cost should be collected in advance from members in a Non-Pay Status. A member is in Non-Pay Status if they are

not retiring, going on TDRL, transferring to another active duty branch of service or becoming a drilling reservist/guardsman.

b. The PPSO should identify the cost on a DD Form 1131, Cash Collection Voucher.

c. The costs should be paid for by the member/employee to a PSD or Military Finance Office prior to shipping.

d. The PPSO must retain a copy of the DD Form 1131 and the certification of payment as part of the shipment file.

e. Alternatively "Pay.Gov" may be used by the PPSO to collect on an excess cost debt. The member must provide proof of payment prior to shipment.

CHAPTER 4 - HHG SHIPMENT AND STORAGE UNDER TDY ORDERS**4.1 Authorizing/Approving TDY HHG/Unaccompanied Baggage (UB) Transportation (JTR, par. 4505-A2)**

HHG/UB transportation required for the member's personal comfort and well-being while on TDY is discretionary. The order must clearly state the authorization for it or it does not exist.

4.2 Transportation Methods Recommended for TDY Shipments of group/unit moves (JTR, par. 4520)

a. PPSOs may consolidate shipments for an individual member's TDY weight allowance. Consolidation may include property for members of units or groups traveling under individual or group TDY orders.

b. Generally, Direct Procurement Moves (DPM) allows the flexibility necessary to achieve these types of consolidations. However, any shipment mode determined to be more cost effective may be used provided the selected mode meets the mission requirements.

4.3 When Excess Charges are Incurred While on TDY (JTR, par. 4530)

See Paragraph 5.10 of this publication.

4.4 Indeterminate TDY (JTR, paras. 4550 and 4565-C)*SP*

The Transportation Officer may authorize shipment and or NTS for funded ITDY orders only when orders clearly indicate "indeterminate" TDY (ITDY) and are funded for the shipment.

4.5 TDY Pending PCS Assignment to an OCONUS PDS or to a Ship (JTR, paras. 4555 and 4560-C)

For a list of ships and staffs specified as unusually arduous sea duty see the most current OPNAVINST 4650.17

4.6 TDY in Connection with Building, Fitting Out, Converting or Reactivating a Ship (JTR, par. U4560)

For list of ships and staffs specified as unusually arduous sea duty see the most current OPNAVINST 4650.17

4.7 HHG Storage in Connection with TDY OR Deployment - Special Storage (JTR, par. 4565-B) *SP*

a. TDY/Deployment for 90 or More Days/an Indefinite Period.
The Commanding Officer is the authorizing official.

b. Commanding Officers are to obtain funding and accounting guidance through the chain of command.

c. Commanding officers must issue letters of authorization for eligible members desiring special storage. The letter from the commanding officers must contain:

- (1) Start date of temporary duty or deployment
- (2) Accounting data
- (3) Anticipated date of return
- (4) Command point of contact
- (5) List of all members authorized storage.

d. Members must remove property from storage not later than 90 days after return. Members need a letter of return from deployment with date of return.

e. Reserve Component members called/ordered to active duty under emergency circumstances (mobilization orders) may be authorized Special Storage if stated and funded on the orders.

4.8 Civilian Employees UB ICW TDY Assignments (JTR, par. 4580-A)

HHG/UB transportation required for the employee's personal comfort and well-being while on TDY is discretionary. The order must clearly state the authorization for it or it does not exist.

Chapter 5 - PERMANENT DUTY TRAVEL

Part A - General

5.1 Travel and Transportation Allowance Extensions when a Member Separates from the Service (JTR, par. 5000-B6)*SP*

a. For Navy service member Travel & Transportation Extensions procedures see paragraphs 5.57/58 of this publication

b. Extensions beyond six years may only be approved by OPNAV N130C under special circumstances in accordance with the JTR, par. 5000-B6b(4)(b) for member's certified on-going medical condition.

c. Funding. Navy PCS funding is only good for the FY issued plus five additional FYs. Requests for additional funding must be sent via email with justification to the NAVSUP HQ Household Goods Policy Team.

d. Funding. For other service/agency funding refer to the GLS HHG Portal <https://www.navsup.navy.mil/hhg>.

5.2 PCS to Hospital (JTR, par. 5060)

Non-Temporary Storage (NTS) in-lieu of transportation should be strongly encouraged.

5.3 Subsequent HHG Transportation - Orders in Combination (JTR, par. 5172-D)

The most recent order's LOA will be used to pay for the move. If the current order does not contain a Line of Accounting (LOA), the Transportation Officer should send a request for instruction to NAVSUP HQ Household Goods Policy Team.

5.4 Authorized Transportation Locations (JTR, par. 5188)

a. Designated Place/Location must be supported by a document from either the PSD or OPNAV N130.

b. Extra Pickup, Stop-Off and/or Delivery - Pickup from authorized NTS or PBP&E at workstation does not negate the member's authorization for an extra pickup if it can be accomplished on the same bill of lading.

c. The member must ensure HHG designated for an extra stop-off/delivery (direct delivery or from SIT) are separated at origin, packed separately, and all copies of the inventory clearly marked to reflect which inventory items are to be delivered. The member will not be allowed to remove individual items from a packed carton, container, wardrobe, etc. after the HHGs are picked up.

d. Changes to destination of the shipment which has arrived at destination shown on the on the bill of lading (GBL) may be transported to another location if it can be handled as a long-delivery-out without a new Bill of Lading (BOL). The member is liable for all excess cost over what the local delivery out would have cost.

5.5 Required Medical Equipment (JTR, par. 5192)

a. The member must always declare items classified as required medical equipment at origin/time of counseling to receive credit. Medical supplies associated with the medical equipment qualifies under this paragraph.

b. The member must present a certification by licensed service health care provider as being necessary for the medical treatment of the member/dependent authorized under Title 10, USC. The certification must be provided to the PPPO/PPSO.

c. Member shall ensure medical equipment is segregated from other HHG for packing, marking, and weighing, and identified on the inventory.

Part B - Household Goods Weight

5.6 Prescribed Weight Allowances/Higher Weight Allowance Authorizations (JTR, par. 5200-A) *SP*

a. PPSOs should forward requests for increasing a member's weight allowance to the NAVSUP HQ Household Goods Director for review.

b. The NAVSUP HQ Household Goods Director will review to ensure that the package establishes that failure to increase the member's weight allowance would create a significant hardship to the member or the member's dependents. The request will then be sent forward by NAVSUP HQ to CHNAVPERS N130C, Military Pay and Compensation Policy for approval/disapproval.

5.7 Administrative Weight Limitations (JTR, par. 5202)

Administrative (admin) weight limitations or restrictions will apply as indicated in JTR, Appendix W. If the orders conflict with Appendix W consult with the member's detailee and include NAVSUP HQ in the correspondence.

5.8 Admin Weight Allowance Increase (JTR, par. 5202-E3)*SP*
CHNAVPERS N130C Military Pay and Compensation Policy is the approval authority.

5.9 Net Weight Determination - Exceptions (*JTR, par. 5204-F)

a. NAVSUP HQ N3/4, N42, Director of HHG Policy, may authorize a deviation from the standard packing allowance for GBL shipments under the provisions of JTR, par. 5204-F. Requests from members for such deviations must be supported by facts showing the weight of packing material actually used exceeded the allowable percentage prescribed in JTR, pars. 5204-B, C and D.

b. The weighing of packing material is the only acceptable evidence of excessive packing. Actual weighing of packing material precludes any claim to the packing allowance allowed (10%) per JTR, par. 5204-B.

c. The net weight of HHG minus actual weight of packing material is the actual weight of the member's HHG and that weight will be charged against the member's HHG/UB weight allowance.

5.10 Collecting Excess Costs (JTR, par. 5206)

a. The Navy HHG Audit Team (HHG-AT) is responsible for the final determination of excess costs and for processing the final collection actions for Navy uniformed members.

b. The PPSO is responsible for identifying shipments for Navy uniformed members involving excess costs to HHG-AT.

c. The PPSO is responsible for initiating excess cost collection on member's separating in "Non-Pay Status" (Non-Pay Status is member not going into the active reserve components, retiring or placed on TDRL). If collection cannot be made prior to shipment all excess cost information is to be provided to the Navy HHG Audit Team as soon as possible via email HHG_Audit_PPM_Claims.fct@navy.mil.

5.11 Appealing Excess Costs

a. When HHG-AT informs members of excess costs, member should be advised they have the right to appeal the decision. The first appeal should be sent to HHG-AT with substantiating documentation. This includes member who paid excess cost upfront and the actual cost was less than estimated.

b. If the appeal to HHG-AT is denied, and the member thinks an error or injustice has been committed, the member has the right to appeal to the Board for Correction of Naval Records (BCNR). Process and submission procedures may be found at: <http://www.public.navy.mil/bupers-npc/career/recordsmanagement/Pages/BCNR.aspx>. This does not stop the processing of the excess cost.

5.12 Waivers and Remission of Indebtedness

a. Household Goods debts are not eligible for a waiver.

b. A remission is for military members or former military members who have a debt that was incurred on active duty after October 7, 2001. Financial hardship, as well as other emotional aspects, may be considered for remission. DFAS no longer has authority to process remissions for any of the military services.

c. Members seeking a remission should request application instruction directly from NXAG_N130C@navy.mil.

5.13 Increased Weight Allowance (*JTR, par. 5206-A3) *SP*

Requests for increased weight allowance see paragraph 5.6 above.

5.14 Transportation of Unauthorized Articles (*JTR, par. 5206-J)

Any requests for shipment of articles not clearly defined as HHG in the JTR should be referred to NAVSUP HQ Household Goods Policy Team for a determination.

Part C - Household Goods Transportation

5.15 Improper Transportation (JTR, paras. 5208-B and 5654-B)

The PPSO Director/Transportation Officer is approval authority for transportation under JTR, paras. 5208-B and 5654-B.

5.16 HHG Transportation Before an Order is Issued (*JTR, paras. 5208-E and 5654-E)

a. In addition to the three requirements of the JTR there must be a Letter in Lieu of orders that provides a valid LOA, SDN and TAC from the Command, Navy Personnel Command (NPC) or the Deputy Chief of Naval Operations Flag Matters Office.

b. Notification of an assignment or a planned separation / retirement date does not constitute authorization to move PPTY or POV at government expense. Member's personally procuring movement or storage of personal property or a vehicle that does not meet the above requirements will not be reimbursed.

5.17 Alcoholic Beverage Transportation (JTR, paras. 5208-G)

a. Navy service members are responsible for:

(1) Researching all requirements for shipments to U.S. and foreign countries.

(2) Acquiring appropriate importation permits or licenses when required.

(3) Prior payment of all Federal & State importation duties and taxes.

(4) Obtaining and paying a Customs Broker (member's expense if required by the TSP)

(5) Compliance with all Federal and State alcohol beverage shipment laws.

(6) Providing an accurate inventory to the PPSO/U.S. Customs and State Alcohol Beverage Control Boards

5.18 Household Goods (JTR, pars. 5210-A and 5656-A)

a. Routing and Mode Selection of Domestic Shipments Weighing 1,000 pounds or less. PPSOs will select the Direct Procurement Method (DPM) to move domestic shipments estimated to weigh 1,000 pounds or less when it is cost-effective and meets the mission requirements. If DPM is not the cost-effective mode that can meet mission requirements follow procedures in the Defense Travel Regulations, Part IV, Chapter 403. This chapter provides Best Value traffic distribution and costing methodologies for DP3 shipments moving within the DPS and the

legacy-enhanced Transportation Operational Personal Property Standard System (TOPS).

b. Air Eligibility Criteria for Household Goods. In evaluating the need for air shipment, the primary consideration is the actual date the member requires the property.

c. DPS does NOT include the Air Mobility Command (AMC) costs into shipment estimates. The Personal Property Offices should obtain these from the U.S. Government Department of Defense Airlift Rates for the Transportation Working Capital Fund (TWCF) Passenger and Cargo Rates.

d. Prior to requesting airlift of a civilian employee's property ensure you provide estimated costs to the funds holder and receive permission in writing/email to expend funds on airlift.

e. If the PPSO determines air shipment is the required mode they must submit the airlift request to the appropriate Air Clearance Authority (ACA) listed in the Defense Transportation Regulation, Part II, Appendix R. This is done automatically by DPS. Non-DPS shipments will need to submit via the Financial and Air Clearance Transportation System (FACTS). FACTS is the single DOD system for CONUS and OCONUS export shipment air clearance. For export shipments, submit Advance Transportation Movement Control Documents (ATCMD) to the FACTS, which are an automated means to request and receive air clearance, minimizing call-ins and faxes to the ACAs. For access to FACTS, contact the FACTS Help Desk at DSN 430-6122 or toll free at (877) 962-3365.

f. NAVSUP GLS should be copied on all correspondence between the PPSO and ACA.

5.19 Unaccompanied Baggage (JTR, pars. 5210-B and 5656-B)

a. Between Points within CONUS. A member may request a separate shipment of UB items subject to excess cost, per JTR, par. 5206.

b. Between CONUS and OCONUS. Shipment of UB between OCONUS areas and CONUS to/from OCONUS locations will be evaluated for shipping via Code J, International Land-Air (Air Mobility Command)-Land Baggage, or Code 7, International Land-Water-Land Baggage. DPM/AMC or Code 8, International Land-Air (Commercial Air)-Land Baggage, may be used when it's the preferred method

identified by the destination transportation office in the Personal Property Consignment Instruction Guide.

(1) A Navy member is authorized shipment of UB not to exceed 600 lbs. for the member and 200 lbs. for each dependent, provided all items meet the criteria as defined in JTR, Appendix A. If the transit time for bulk HHG shipment meets the RDD determined for the UB, UB should be included with the HHG shipment. The TSP must pack the UB into one or more containers for easy location and delivery to the member. Nonessential items and items available at the new duty station in temporary lodging allowance quarters should not be shipped as UB.

c. To Deployed Ships or Squadrons. UB for personnel ordered to/from deployed ships or squadrons may be shipped by air directly to the location of the deployed ship or squadron, provided that surface transportation cannot meet the RDD. The Navy's ACA provides clearance, consignment and routing instructions.

5.20 Personally-procured Transportation and Non-Temporary Storage (NTS) - Funds Advance (JTR, pars. 5196 & 5210-D)

a. Navy members separating (not retiring) are not eligible for an advance payment.

b. A Navy member making their first movement of household goods are not eligible for an advance payment.

c. A Navy member using a Privately Owned Vehicle and not renting a truck/trailer or hiring a Transportation Service Provider (TSP) is not eligible for an advance payment.

d. Locations serviced by the One-Time-Only rate program are not eligible to do a PPM without prior approval from NAVSUP HQ Household Goods Team. This is to ensure that a Government Constructed Cost (GCC) can be established.

e. All other Navy members must provide a copy of a vehicle rental reservation or Transportation Service Provider's estimate prior to receiving an advance payment.

5.21 Government Procured HHG Transportation and/or NTS Not Available (JTR, par. 5210-D4)

This paragraph authorizes "actual cost reimbursement" and is not subject to Government Constructive Cost limits. Only the NAVSUP HQ Household Goods Director may approve.

5.22 Establishing HHG Weight (JTR, par. 5210-D6a)

a. If member hires a licensed moving company, Transportation Service Provider (TSP) or Portable Mobile Storage Container company, i.e. PODS, Packrat, ABF U-Pack, two weight tickets are required: one empty and one full.

b. If member does not hire a commercial TSP or Portable Mobile Storage Container company then three weight tickets are required:

(1) Empty within 25 miles of Origin

(2) Full within 25 miles of Origin.*

(3) Full within 25 miles of Destination.**

* In accordance with the DTR Part IV, the lower of the two full weight tickets.

** The Director of the Navy Household Goods Audit Team may waive the requirement for two full tickets if other documentation substantiates the move took place.

*** Full weight tickets that exceed the Gross Vehicle Weight Rating (GVWR) will be paid at no higher than 110% of the GVWR.

**** For PPMs with multiple TDY locations a Full weight ticket within 25 miles of each TDY location must be provided.

c. If the member does a small package move, e.g., U.S. Postal Service, United Parcel Service or FedEx, the receipt or Customs Declaration Form providing each package's weight, charges paid, mailing date, contents, destination, and origin are required.

d. Failure to comply with the above will result in claim being returned unpayable.

**5.23 Weight Certificates are unobtainable (JTR, par. 5210-D6b)
*SP***

a. The PPSO Directors may pre-approve in writing constructive weight for local moves when there is no scale between origin and destination. (i.e. on-base to on-base move).

(1) The member should be provided a copy of the Navy's Constructive Weight Inventory form prior to moving.

(2) The member will need to submit the written authorization from the PPSO Director and the Navy Constructive Weight Inventory form with the final claim.

b. All other requests to use constructive weight must be approved by the NAVSUP HQ Household Goods Team.

c. Constructive weight that was not pre-approved will be limited to reimbursement of documented costs. No incentive will be paid.

5.24 Final Settlement for PPM (JTR, par. 5210-D7)

a. Claim must be submitted within 45 days of the pickup date shown on the DD Form 2278. Collection action will begin on advances that fail to meet this suspense.

b. Claim must be on the DoD PPM Checklist/Expenses Certification Form and all applicable documentation identified on this form must be submitted.

c. Weight must be IAW paragraphs 5.22 above.

d. Incomplete claims will be returned as unpayable.

e. Altered or suspect weight tickets will be referred to NCIS and returned as unpayable.

f. Full weight tickets that exceed the GVWR of the vehicle will be limited to the GVWR plus 10%.

g. Members may submit claims three ways:

(1) Email to: HHG_Audit_PPM_Claims.fct@navy.mil

(2) Fax to: 757-443-5387

(3) U.S. Mail to:
Commanding Officer
NAVSUP FLC Norfolk
Attn: Code 302
1968 Gilbert St, Suite 600
Norfolk, VA 23511-339

h. For additional information, forms and claim status visit <https://pptas.ahf.nmci.navy.mil/PPTCS/index.html>.

5.25 Personally Procured Storage in Transit

a. SIT is authorized in conjunction with a PPM and must meet the same circumstances/intent for approval as a Government arranged move (see JTR, par. 5236).

b. Government arranged storage is not authorized in conjunction with a PPM.

c. SIT may only be claimed when the HHG is placed in a bona fide commercial storage facility open to the general public.

d. SIT is an actual cost reimbursable expense NTE the Government's cost of actual SIT used or NTE 90 days at an authorized location.

e. The member may file for storage reimbursement costs in 30 day increments up to the 90th day by submitting a paid in full invoice/receipt to HHG-AT. Prepaid invoices/receipts will not be accepted.

f. Filing procedures in paragraph 5.22 above apply.

5.26 Personally Procured Non-Temporary Storage (NTS)

a. PPSO must provide the member with a DD Form 2278 or memorandum authorizing NTS PPM reimbursement requests.

b. Government arranged storage is not authorized in conjunction with a PPM.

c. NTS may only be claimed when the HHG is placed in a commercial storage facility open to the general public.

d. NTS is an actual cost reimbursable expense NTE the Government's cost at an authorized location.

e. The member may file for storage reimbursement costs in 30 day increments by submitting a paid in full invoice/receipt to HHG-AT. Prepaid invoices/receipts will not be accepted.

f. Filing procedures in paragraph 5.22 above apply.

g. Any exceptions to the above must be approved by the NAVSUP HQ HHG Team.

5.27 Claims for Loss and Damage on a PPM

a. Because PPM move participants are responsible for arranging the entire move, claims for loss and/or damage are generally not paid except in those cases where an act transpires that is beyond your control, e.g., vehicle accident, fire, or theft, and it is determined that you are free of negligence.

b. Members should be encouraged to obtain private insurance for their property. NOTE: Insurance is not a reimbursable.

Part D - Non-Temporary Storage

5.28 Distribution of DD Form 1164

a. All Service Orders for Household Goods (DD Form 1164) must be completed and distributed per Defense Transportation Regulation (DTR), Part IV, Chapter 406.

b. Send Navy NTS lots to either:

(1) Email to: HHG_Audit_PPM_Claims.fct@navy.mil

(2) Fax to: 757-443-5387.

(3) U.S. Mail to:
Commanding Officer
NAVSUP FLC Norfolk
Business Support Department
HHG Audit Team Division
Code 302
1968 Gilbert Street, Suite 600
Norfolk, VA 23511-3392

5.29 Non Temporary Storage (JTR, par. 5212)

a. If not otherwise specified, the PPSO Director is the designated authority for approving NTS in accordance with JTR, par. 5212.

b. Members with TDY exceeding 90 days enroute to ultimate destination should be advised to place property into Non-Temporary Storage at origin versus shipping to destination. This will reduce unnecessary use of expensive Storage-In-Transit or reshipment if there is a change to their report date or ultimate destination.

5.30 Return of HHG from OCONUS (JTR, par. 5214-B)

Send to the SDDC Non-Temporary Retrograde Containerized Storage Contractor. Consignment instructions are found in the Defense Personal Property System (DPS) Property Consignment Instruction Guide (PPCIG).

5.31 NTS as an Alternative to Transportation (JTR, par. 5216) *SP*

When in the best interest of the Government, the PPSO Director is authorized to approve NTS as an alternative to Transportation. They must ensure:

a. Approvals are supported by cost comparisons or other justification.

b. Denials of NTS as an alternative to transportation are in writing and include the cost comparisons.

5.32 Withdrawal of HHG from NTS as an Alternative to Continued Storage (JTR, par. 5220)

This paragraph addresses withdrawal of HHG from NTS for a local delivery out only. See JTR, par. 5234 for conversion to SIT for the purposes of shipping on the same order.

5.33 NTS Incident to Occupancy of Government/Government Controlled Quarters or Privatized Housing and Incident to Vacating Local Private Sector Housing (JTR, par. 5222)

a. Items that cannot be accommodated by government quarters must be certified as "excess to quarters" by the Housing Manager.

b. HHG direct-delivered from previous PDS or from SIT.

(1) The member has 15 calendar days from date of delivery to identify excess items and request NTS.

(2) The member is authorized one pickup.

(3) The NTS costs are charged to NTS TAC/LOA on the orders or appropriate cross-walk.

c. All other "excess to quarters HHG" are approved and funded in accordance with CNIC Instruction 11103.12.

d. NTS releases requested in connection with "Excess to Government Quarters." Upon receipt of new PCS orders the member is authorized a delivery back to the Government Quarters for the purpose of consolidating belongings. The delivery out charges go against the new PCS Line of Accounting.

5.34 NTS when Ordered on PCS to a Remote CONUS Area with a Housing Shortage (JTR, par. 5224) *SP*

NAVSUP HQ HHG Policy Team is the approval authority.

5.35 NTS Time Limits, Situation 18, Member Missing for More Than 29 days (JTR, par. 5232) *SP*

NAVSUP HQ HHG Policy Team is the approval authority.

5.36 NTS Converted to SIT (JTR, par. 5234)

Navy members that have placed HHG into NTS and would later like to ship that property on the same order must convert back to SIT and be responsible for all SIT after 180 day. They also must have 12 months left on the current duty assignment if stationed OCONUS.

5.37 NTS Termination (Navy Member/Employees)

a. Navy NTS accounts are to be terminated upon expiration of the entitlement. Approval authority:

(1) Active Duty: NAVSUP HQ HHG Policy Team

(2) All others: The TO/PPSO Director

b. PPSO Directors should have documentation placed in the file that demonstrates the procedures outlined in the Defense Transportation Regulation Part IV, Chapter 406 have been followed as well a due-diligence effort to contact the member/employee.

c. Quarterly, Navy JPPSO/PPSOs must review each NTS lot under their management to ensure the entitlement to government funded NTS is still valid in accordance with the Joint Travel Regulations. A report on lots identified as being out-of-entitlement or on expired funding will be emailed to NAVSUP GLS Code 44 with copy to NAVSUP HQ HHG Director by the 15th of January, April, July and October.

5.38 TSP Notification of NTS Termination

a. PPSOs will:

(1) Send written notification of termination to the TSP.

(2) Retain acknowledgement from the TSP.

b. Under no circumstances will the PPSO imply authorization to dispose or auction property. It is the TSP's responsibility to understand and comply with all local, state and federal laws regarding disposal or auction.

5.39 Collecting Excess Costs for NTS

If conversion to a Navy uniformed member's expense was not accomplished upon expiration of the NTS entitlement, notification of the excess cost and all supporting documents should be emailed to hhg_audit_excesscost@navy.mil for collection action.

5.40 Withdrawal Cost of NTS When the Entitlement has Expired

a. Withdrawal, a local delivery out, unpacking, and uncrating are at government expense provided;

(1) It has not been more than 6 years from the date of member's separation, release from active duty, or retirement.

(2) Or receipt by a member's dependents of official notice that the member is dead, injured, missing, interned, or captured, unless a member's certified on-going medical

condition prevents relocation of the dependent(s) for longer than 6 years from the notification date.

- b. Charge the NTS TAC/LOA on appropriate cross-walk.

Part E - Storage in Transit

5.41 SIT TIME LIMITS (JTR, par. 5242-C)

The second 90 days of SIT for a member maybe approved by the Transportation Officer only for:

- a. Serious illness of the member.
- b. Serious illness or death of a dependent.
- c. Directed TDY after arrival at PDS.
- d. Non-availability of suitable civilian housing certified by the housing office.
- e. Awaiting completion of a residence under construction.
- f. Acts of God.
- g. Impending assignment to government/government controlled quarters or privatized housing. The member must have documentation showing they signed on to the waiting list within 30 days of arrival at PDS and have not turned down any homes offered.
- h. Other circumstances beyond the member's control.
 - (1) TDY enroute to PDS. Should be extended to 90 days after check in date at PDS up to 360 days total. Excess of 360 days requires approval of NAVSUP HQ HHG Team.
- i. All others reasons should be denied.

5.42 Additional SIT Beyond 180 days (JTR, par. 5244-B) *SP*

- a. The Transportation Officer may approve SIT for a member up to 360 days for the following:

- (1) TDY or deployed in excess of 90 days that begins within 90 days of arrival at PDS.

- (2) Serious illness of the member.

(3) Serious illness or death of a dependent.

(4) Impending assignment to government/government controlled QTRS or privatized housing. The member must have documentation showing they signed on to the waiting list within 30 days of arrival at PDS and have not turned down any homes offered. This is in alignment with CNICINST 11103.12 *Navy Housing and Intra-Stations Moves*.

(6) Acts of God/natural disaster.

(7) All other reasons should be denied.

b. SIT beyond 360 days must be approved by the NAVSUP HQ HHG Director.

5.43 Termination of SIT

SIT that has run out of entitlement is to be terminated by the PPSO Transportation Officer.

a. Exception: The NAVSUP Household Goods Policy Team is the approval authority for active duty members who have not been located.

b. PPSO will provide the TSP written notification of the government storage account terminating and converting to member's expense. Retain the acknowledgement from the TSP.

c. Under no circumstances will the PPSO imply authorization to dispose of property. It is the TSP's responsibility to understand and comply with all local, state and federal laws regarding disposal.

d. Withdrawal, a local delivery out, unpacking, and uncrating are at government expense provided the line of accounting has not expired, i.e. FY issued plus five more FYs.

5.44 HHG Partial Lot Withdrawal and Delivery from SIT (JTR, par. 5246)

The PPSO Director is the approving authority.

5.45 SIT For HHG Transported from NTS (JTR, par. 5250)

SIT at destination should only be approved for circumstances beyond the member's control. The PPSO Director is the approving authority.

5.46 SIT Converted to NTS (JTR, par. 5252)

The PPSO Director is the approval authority.

Part F - Local Moves

5.47 Short Distance Move Incident to Reassignment or PCS (JTR, par. 5260-B & C)*SP*

a. The gaining activity/ship commander (O-5 or above) or civilian employee equivalent) must certify and explain in writing why the member's household relocation is:

- (1) Mission essential,
- (2) In the government's best interest, and
- (3) Not primarily for the member's convenience.

b. If a member has an order keeping him/her in the same proximity with either the releasing or gaining command being Unusually Arduous Sea Duty, there are no provisions for a Government paid local move. This is IAW JTR, par. 5260-B1 and B2, MILPERSMAN and 57 COMP. Gen 266. A designated location cannot be the local area.

5.48 Short Distance Move and NTS Incident to Government/Government-controlled Quarters or Privatized Housing Assignment/Termination (JTR, par. 5262-E, F, G)

a. To qualify for a short distance move from a temporary local commercial residence to government quarters, members must have placed their names on a housing waiting list within 30 days of arrival at the new PDS. (See Naval Financial Management Policy, par 075180, Section V)

b. Separatees/Retirees. Members requesting a local move from government controlled quarters or Privatized Family Housing into temporary local economy residence upon separation or retirement from the service must obtain a "Notice to Vacate" letter from the Housing Office /Privatized Housing office to retain their final move entitlement.

(1) The Notice to Vacate quarters/housing must state the member is required to vacate and the reason for requiring the member to vacate. Local moves for retirees and separatees, conducted without a Notice to vacate letter will be deemed the member's final move IAW JTR, par. 5318 or 5320.

(2) Shipments authorized under JTR, paragraphs 5318-G and 5320-F, the cost of both the move from quarters to a local address and the move to the place authorized travel or final home of selection is chargeable to the accounting data contained in the separation or retirement order.

(3) For NTS authority see JTR, par. 5222.

Part G - Professional Books, Papers & Equipment

5.49 Professional Books, Papers & Equipment (PBP&E) Documentation (JTR, par. 5268) *SP*

a. Members must declare an estimated weight of PBP&E at origin/time of counseling to receive credit for PBP&E.

b. Member shall ensure PBP&E is segregated from other HHG for packing, marking, and weighing, and identified on the inventory.

c. Claims over 500 pounds of PBP&E, may be required to provide an itemized list of PBP&E when deemed necessary by HHG-AT.

d. The JTR does NOT allow for credit of PBP&E that was not declared and/or documented as PBP&E prior to the HHG transportation.

e. ***SP*** Spousal PBP&E must meet all of the above. It must be certified on an approved Spousal PBP&E Form. It must not be comingled with the member's PBP&E. JPPSO/PPSO is the approval authority.

Part H - Consumable Goods (See JTR, paras. 5274 and 5694 and Appendix F)

Part I - Early Return of Dependents (See JTR, paras. 5276 and 5596)

Part J Household Goods Transportation Under Special Circumstances

5.50 Ordered from an OCONUS PDS to the U.S. or to a Non-foreign OCONUS Area for Separation Processing with HOS Authorized (*JTR, par. 5292-C)

a. Navy members may execute a Home of Record (HOR)/Home of Selection (HOS) shipment/NTS release on a separation or retirement order that has a valid separation TAC/SDN

b. Effective 1 October 2014 "Standard Transfer Orders" are no longer valid (NAVADMIN 244/14)

5.51 PCS Ordered to an OCONUS PDS to which HHG Transportation is Permitted (*JTR, par. 5296-A1)*SP*

a. Dependent entry approval (DEA) is a Navy process to obtain permission from an area commander to bring dependents into a specific area. DEA is only required for the areas listed on the Navy Personnel Command website www.public.navy.mil/bupers-npc/support/distribution/Pages/DependentEntry.aspx.

b. Members Without Dependents are not required to have entry approval but should be counseled to communicate with their prospective OCONUS commands/sponsors to determine what type of living quarters they will occupy. NTS is highly encouraged as SIT extensions for living quarters that cannot accommodate property will not be approved.

c. ***SP*** (JTR, par. 5296-A1) Upon a subsequent PCS between OCONUS PDSs OPNAV N130 is approval authority.

5.52 Ordered to an OCONUS PDS to Which HHG Transportation is to be Authorized within 20 Weeks of Member's Port Reporting Month (JTR. par. 5296-A2)

a. Dependents are not issued separate travel orders.

b. Upon receipt of Dependent Entry Approval (DEA), HHG placed in NTS pending DEA or located at a residence/temporary residence can be shipped.

5.53 Ordered from a CONUS PDS to an OCONUS PDS to which HHG Transportation is Prohibited or Restricted, to Unusually Arduous Sea Duty, or Duty under Unusual Circumstances (JTR, par. 5296-C)*SP*

a. ***SP*** See OPNAVINST 4650.17 (series), Attachment C, for ships, units, and afloat staffs designated as unusually arduous sea duty or operating OCONUS for 1 year or more.

b. ***SP*** OPNAV N130 is approving authority in regards to JTR, paragraph *5296-C2c.

5.54 Ordered from an OCONUS PDS to an OCONUS PDS to which HHG Transportation Is Prohibited or Restricted, to Unusually Arduous Sea Duty, or Duty under Unusual Circumstances (JTR, par. 5296-D)*SP*

a. ***SP*** See OPNAVINST 4650.17 (series), Attachment C, for ships, units, and afloat staffs designated as unusually arduous sea duty or operating OCONUS for 1 year or more.

b. ***SP*** OPNAV N130 is approving authority in regards to JTR, paragraph *5296-D2c.

5.55 Ordered to or from a Ship, Afloat Staff, or Afloat Unit Deployed Away from Homeport (JTR, par. 5296-H)

a. Recommend personal property is shipped via mail. Member should contact his/her sponsor for specific individual address.

b. If member elects to personally procure transportation, the PPSO must provide reimbursement claim information. See paragraph 5.22 for documentation and retention information.

c. For shipment by the Government, refer to JTR, par. 5210-C.

5.56 BLUEBARK - Transportation when a Member is Officially Reported as Dead, Injured, Ill, Absent for more than 29 Days in Missing Status or Upon Death (JTR, par. 5316)

a. The PPSO must have the following documentation to arrange a shipment of personal effects:

(1) Letter of designation of Command Representative for effecting personal property move.

(2) Documentation showing the Next of Kin (NOK)/legal recipient designating a delivery address and contact info.

(3) Copy of Report of Casualty (DD 1300) with a line of accounting or Memorandum from NPC (PERS 13) Casualty Affairs with a line of accounting data.

b. When the NOK, heir or legal representative is known, the Command Representative, as the liaison for the NOK, heir, or legal representative, requests shipment or non-temporary storage of the household goods through the responsible PPSO. Do not ship to the Personal Effects Distribution Center (PEDC).

c. When the NOK, heir, or legal representative is not known, or there is a dispute regarding ownership (litigation), the HHG must be placed in NTS at origin. This should be coordinated with NPC (PERS 13) Casualty Affairs.

d. The PPSO will provide shipping information to the CACO at delivery point.

e. Inquires about personal effects or shipments on BLUEBARK cases will be directed to NPC (PERS 13) Casualty Affairs.

f. CHNAVPERS N130C, Military Pay and Compensation Policy, (NXAG_N130C@navy.mil) is the designated approval authority to extend time limits under JTR, par. 5316-B3.

5.57 Retirement, Placement on Temporary Disability Retired List (TDRL), Discharge with Severance or Separation Pay, or Involuntary Release from Active Duty with Readjustment or Separation Pay. (JTR, par. 5318)*SP*

a. Except for a member undergoing hospitalization, medical treatment, education/training, or in other deserving cases (JTR, paras. 5318-D, 5318-E, and 5318-F), HHG must be turned over for transportation within 1 year following active duty termination.

b. Retirees shipping to foreign countries/areas are personally responsible for all customs entry requirements and payment of all duties/taxes. The PPSO must provide a copy of the destination country's General Instructions from the Defense Personal Property System (DPS) Personal Property Consignment Instruction Guide (PPCIG).

c. ***SP*** Extensions - Reasons & Approval Authorities

(1) Members confined in/undergoing treatment at a hospital may be approved by the PPSO Transportation Officer in accordance with JTR, par. 5318-D. The request must be supported by a final set of orders and a statement on letterhead from the attending physician stating the nature of treatment prevented the member from moving along with start date and projected/actual completion date.

(2) Members Undergoing Education or Training may be approved by the PPSO Transportation Officer in accordance with JTR, par. 5318-E. The request must be supported by final set of orders and a statement on letterhead from the school describing the program of study and projected completion date. **NOTE:** Dependents do not qualify for this type of extension. **NOTE:** 2 years after the active duty termination date is the maximum or one year after training completed whichever is earlier.

(3) Other Deserving Cases may only be approved by CHNAVPERS N130C, Military Pay and Compensation Policy. Members should apply directly to CHNAVPERS N130C, Military Pay and Compensation Policy, via email NXAG_N130C@navy.mil. The email should describe the events and include a copy of the retirement orders and supporting documents.

5.58 Separation from the Service or Relief from Active Duty Except for Discharge with Severance or Separation Pay (JTR, par. 5320-G) *SP* (Extensions - Reasons & Approval Authorities)

a. The JTR is specific in that authority for HHG transportation terminates on the 181st day following separation from the Service/relief from active duty, unless a written application for HHG transportation is turned in to a TO/designated representative before the expiration of the 180th day. Since this is based on law, there is no authority to approve a late request.

b. The PPSO Transportation Officer may approve an extension request that comes in prior to expiration up to 360 days after separation date for these hardship cases:

- (1) Member or dependents terminal illness.
- (2) A death in the immediate family within 180 days.
- (3) A natural disaster.
- (4) A member undergoing training and education.

c. The following do not qualify for hardship approval.

- (1) Inability to sell a home.
- (2) Building or buying a home.
- (3) Dependent's education.
- (4) Seeking employment.

d. ***SP*** Service members with hardship cases not described in paragraph a. or b. above may apply for an extension to the Chief of Naval Personnel (CHNAVPERS) N130C, Military Pay and Compensation Policy, via email to NXAG_N130C@navy.mil. The email should describe the hardship and include a copy of the separation orders with supporting documentation.

Part K Privately Owned Vehicle Transportation and Storage

5.59 Privately Owned Vehicles - General (JTR, paras. 5322 and 5330)

a. Restrictions and limitations in regards to the shipment of POVs can be found in the Personal Property Consignment Instruction Guide (PPCIG) within the Defense Personal Property System (DPS).

b. PPSOs are required to provide POV counseling per DTR Part IV, Chapter 401 G and Chapter 408 B. POV resources are available at www.pcsmypov.com, DTR Part IV Attachment K3, DTR Part IV Attachment K4, and the Personal Property Consignment Instruction Guide.

c. POVs imported to U.S. Customs Territories are subject to safety standards, bumper standards and air pollution control standards. Counselors must ensure customers requesting a POV shipment are provided a copy of the "Shipping Your POV" pamphlet and review the section "NONCONFORMING POV" import requirements.

5.60 POV Transportation within CONUS (JTR, par. 5322-A)

a. The TO/PPSO Director is approval authority.

b. Medical reasons must be supported by the attending physician's certification that the member is physically unable to drive.

c. Requests for insufficient travel time (JTR, par. 5322-A1b (2)) must be supported by:

(1) PCS order

(2) The standards in JTR, par. 5012 for calculating driving days will be used to determine insufficient time to drive and will be certified by the Commanding Officer's stating the member cannot detach from the old PDS in time to meet the Report Not Later Than Date AND the shipment is not for the member's convenience.

5.61 POV Eligibility (JTR, par. 5332)

a. Navy PPOs will:

(1) Counsel the customer using DD Form 1797, Personal Property Counseling Checklist or other similar POV checklist.

(2) Provide the URL for Shipping Your POV
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf.

(3) Provide the URL for Storing Your POV
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.

(4) Provide the URL for International Auto Logistics
<https://www.pcsmypov.com/TurnIn>.

(5) If POV storage is authorized provide a letter to the member identifying the vehicle to be stored (year, make, model, Vehicle Identification Number, etc.)

b. Members must have at least 12 months remaining on OCONUS tour from date POV is turned in for shipment at a Vehicle Processing Center (VPC).

c. NAVSUP HQ HHG Policy Team may authorize exceptions in special cases. Requests must be supported by PCS orders and overseas command certification that shipment is in the Navy's best interest and not primarily for the member's convenience (Navy Reserve members will also require an endorsement from PERS 4G).

5.62 POV Size Limit (JTR, par. 5336) *SP*

a. NAVSUP HQ HHG Policy Team is approval authority for increased weight when oversized POV is required by the member/dependent(s) for medical reasons.

b. Excess cost for POV shipments should be collected by the GPC vendor when possible. In those instances that the GPC vendor did not collect the excess cost it should be reported to hhg_audit_excesscost@navy.mil for collection action.

5.63 POV Shipment when POV can be driven to the new PDS (*JTR, par. 5342)

The PPSO Director is the approval authority for between OCONUS locations.

5.64 Ports/VPCS used (JTR, par. 5350)*SP*

Alternate port/VPC in a different country must be approved by Chief of Naval Personnel (CHNAVPER) N130C1, Military Pay and Compensation Policy.

5.65 POV Transportation between OCONUS PORT/VPC and OCONUS PDS (JTR, par. 5352-B) *SP*

The PPSO Director is the approval authority when the member's request is supported with an endorsement from the member's commanding officer.

5.66 Replacement POV Transportation (JTR, par. 5360)

The PPSO Director may approve replacement shipment under JTR, par. 5360. Requests must be supported by overseas command certification and any pertinent documents (police report, insurance settlement, etc.) The member must have 12 months remaining on the overseas tour when the POV is turned over to the Vehicle Processing Center.

5.67 Excess Cost Collection (JTR, par. 5364)

Excess cost for POV shipments should be collected by the Global Privately Owned Vehicle Contract (GPC) vendor when possible. In those instances that the GPC vendor did not collect the excess cost for Navy uniformed members it should be reported to hhg_audit_excesscost@navy.mil for collection action.

5.68 POV Transportation Time Limitations (JTR, par. 5366)*SP*

CHNAVPERS N130C, Military Pay and Compensation Policy are the approving authority for time limit extensions. The member should apply directly to CHNAVPERS N130C, Military Pay and Compensation Policy, via email NXAG_N130C@navy.mil. The email should describe the events and include a copy of the orders and supporting documents.

5.69 POV Storage Facilities (JTR, par. 5378-B)

a. The designated POV storage facilities are the SDDC Global POV Contract (GPC) facilities.

(1) EXCEPTION: PPSOs may use local contracting procedures to procure storage for contingency operations. Storage is for the duration of the member's OCONUS/Contingency Operation tour.

(2) "Government procured storage is not available" will only be approved on an exception basis by NAVSUP HQ HHG Policy Team. POVs in Commercial Storage on the publication date of this NAVSUP P490 are grandfathered in for reimbursement up to the GCC.

b. PPSO will advise members:

(1) Of the closest VPC

(2) That an alternate VPC may result in excess cost.

(3) To contact their servicing Personnel Support Detachment (PSD) filing reimbursement for travel claim for delivery/pick up.

5.70 Restrictions (JTR, par. 5388)

Excess cost for POV storage (JTR, par. 5388 applies to storage) should be collected by the GPC vendor when possible. In those instances that the GPC vendor did not collect the excess cost for uniformed Navy members it should be reported to hhg_audit_excesscost@navy.mil for collection action.

5.71 Continued POV Storage (JTR, par. 5390)*SP*

a. ***SP*** NAVSUP HQ HHG Team may authorize additional POV storage. Requests must be in writing with all supporting

documents. Approvals are to be for the shortest time appropriate under the circumstances.

b. In regards to delivery out of storage a member's order is no longer valid when the Line of Accounting has expired.

Part L Mobile Home Transportation**5.72 Mobile Home Transportation (JTR, par. 5396)**

PPSOs will council members on allowances/entitlements in the JTR and Chapter 407, paragraph B. During counseling the PPSO/PPSO will advise members of any restricted articles, permits and/or any waivers required as outlined in the Mobile Home/Boat Solicitation.

5.73 Funds Advance (JTR, par. 5400)

Navy members may personally procure transportation of a mobile home. PPSO must provide the member with a DD Form 2278 or DD Form 1351-2 with statement from the Transportation Officer authorizing reimbursement up to the GCC. No incentive is authorized.

Part M - Pet Quarantine**5.74 Pet Quarantine Reimbursement (JTR, par. 5428)**

Claims for reimbursement are submitted to member's local PSD with travel claim and not HHG-AT.

Part N - Household Goods Transportation for Civilians**5.75 Eligibility (JTR, par. 5628)**

a. Authorization to ship HHG must be authorized on the travel order by the activity funding the shipment and/or storage. The estimated amount obligated on the travel order should cover all transportation-related expenses for the transportation and storage of the estimated weight provided by the DOD employee prior to processing the shipment.

b. All Navy employees are to process their movement of household goods through a PPSO.

5.76 Re-transportation of the Same Household Goods (JTR, par. 5632-2)

NAVSUP HQ HHG Director is the approval authority.

5.77 Loss or Damage Claims (JTR, par. 5636)

See chapter 6 of this publication.

5.78 Excess Charges for a Civilian Employee (JTR, par. 5652)

a. If a PPSO identifies excess cost on a civilian move prior to transportation they should provide an estimate to the order issuing activity/authority.

b. If an employee pays excess cost upfront the amount collected must be shown on the BOL/ITGBL and copy forwarded to responsible order issuing activity/authority.

c. If a PPSO at destination discovers a civilian move that exceeds the JTR weight allowance of 18,000 pounds they will provide the information to the funding HRO.

d. When the funding HRO discovers or is notified of excess cost they will process a DD Form 2481 "Request for Recovery of Debt Due the United States by Salary Offset" and forward to the employees Pay Roll Office (PRO) in accordance with the DoD FMR Volume 8, Chapter 8, paragraph 080804. The collection of such excess costs from an employee's pay is considered a voluntary offset since the employee signed DD Form 1299 (Application for Shipment and/or Storage of Personal Property) before shipment agreeing to repay excess costs caused by the personal property shipment. Upon receipt of the DD Form 2481, PRO will begin collection action for the balance due.

5.79 Appealing Excess Costs

Navy civilian employees must contact their appropriate official designated by the authorizing/order-issuing command to determine their appeal process.

5.80 Excess Weight Beyond Employee Control (JTR, para. 5652-H)

A request for additional weight as result of heavy packing material must be submitted to NAVSUP HQ HHG Director.

5.81 Alcoholic Beverage Shipment (JTR, par. 5654-G)

a. Navy employees are responsible for:

(1) Researching all requirements for shipments to U.S. and foreign countries.

(2) Acquiring appropriate importation permits or licenses when required.

(3) Prior payment of all Federal & State importation duties and taxes.

(4) Obtaining and paying a Customs Broker (employee's expense if required by the TSP).

(5) Compliance with all Federal and State Alcohol beverage shipment laws.

(6) Providing and accurate inventory to the PPSO/U.S. Customs and State Alcohol Beverage Control Boards.

5.82 Personally Procured Moves (JTR, par. 5656-C2)

a. PPSOs will provide counseling, a pre-move estimate and a Personally Procure Move Checklist at origin.

b. PPSO's will advise employees reimbursement is limited to actual expenses incurred by the employee, not to exceed the cost of a government arranged move for the same HHG weight.

c. Upon completion of the move, the employee must go to the destination PPSO with weight tickets and other documents identified on the checklist.

d. Employees that do not provide the required empty and full weight tickets cannot be processed by the destination PPSO and will be referred back to their HRO for resolution.

e. Destination PPSO will provide the employee the completed Actual Government Constructive Cost letter and instruct the employee to file their claim in accordance with Human Resource Office (HRO) and Defense Accounting and Finance Service (DFAS) guidance.

5.83 Non-Temporary Storage (JTR, pars. 5658 and 5660)

a. The PPSO is responsible to manage NTS accounts in accordance with the JTR, paragraph 5660 and the DTR, Part IV, Chapter 406.

b. Authorization for non-temporary storage must be on the travel order. The estimated amount obligated on the travel order should cover all transportation-related expenses, any SIT, and NTS expenses (drayage, handling-in and the current fiscal year storage charges).

c. Gaining Human Resource Offices (HRO) are required to provide the PPSO the new FY fund citation no later than 1 October each year. Please report to NAVSUP HQ HHG Policy Team any offices that have not met this requirement no later than 10 October of each year.

5.84 Storage in Transit (SIT) Time Limitation (JTR, par. 5672)

Storage approval beyond the authorized limits in JTR, par. 5670 requires approval by the commanding officer or designated representative of the DOD activity funding the transportation and storage.

Chapter 6 - CLAIMS FOR LOSS, DAMAGE OR INCONVENIENCE

6.1 Claims for Loss or Damage on HHG Shipments

a. Uniformed Members refer to DTR Part IV, Attachment K1 "It's Your Move"

b. Civilians refer to DTR Part IV, Attachment K2 "It's Your Move - DOD Civilian Employees"

6.2 HHG Inconvenience Claims - Member Action

Navy members may file an inconvenience claim with the TSP. The member must provide original receipts to the TSP and maintain legible copies.

a. If the TSP does not honor the member's claim for any reason, the member may seek assistance on the inconvenience claim with the destination PPSO for resolution with the TSP.

b. If the claim is not settled after it has been elevated to the PPSO and HQ SDDC, the member may seek recourse by a civil court action against the TSP.

6.3 PPPO/PPSO Action

a. If the shipment was late due to being held by customs, or if the TSP has been disqualified, placed in non-use status, or has gone out of business, there is no action that can be taken by the Government.

b. The PPPO/PPSO screens all inconvenience claims for items purchased by the member that may be considered unnecessary. Only reimbursement for expenditures after the RDD to relieve a hardship may be authorized. If local resolution cannot be reached, the claim may be referred to HQ SDDC for final determination.

c. PPSO elevating an inconvenience claim to HQ SDDC must provide the following information.

(1) A statement from the PPSO as to the reasonableness of the claim, including the total number of days the shipment was late.

(2) Provide the scheduled and actual pickup dates.

(3) Provide the RDD and actual date the shipment was available for delivery.

(4) Provide copy of the shipment GBL.

(5) Provide copy of the PPSO appeal to the TSP and the TSP's reply.

(6) Provide copy of the member's initial claim letter and the TSP's reply.

(7) Provide copies of the member's receipts for out-of-pocket expenses and any other pertinent data or documentation to support the claim.

(8) If receipts are lost, the member must provide a sworn statement from the Navy Legal Service Office. A copy is to be filed with the PPSO.

6.4 Claims for Loss or Damage POV Shipment or Storage

a. POV Shipment damage claims refer to DTR Part IV, Attachment K3 "Shipping Your POV".

b. POV Storage damage claims refer to DTR Part IV, Attachment K4 "Storing Your POV".

6.5 Members Claims for Inconvenience on a POV Shipment

a. First 7-days after required delivery date. Reimbursement to eligible travelers is limited to \$30/day with a maximum reimbursement of \$210. The authority expires on the date the POV becomes available for pick-up at destination. Claims should be filed with the local Personnel Support Detachment or disbursing office.

b. Beyond 7-days. If a member requires a rental car as the result of a missed RDD beyond the initial 7-day period described above, the member may file an inconvenience claim directly with the Global Privately Owned Vehicle Contractor.

6.6 Employee Claims for Inconvenience on a POV Shipment

a. Civilian employees do not have a JTR entitlement for rental car expenses. However they may file an inconvenience claim for rental car expenses with International Auto Logistics (IAL) beginning the first day after the RDD is missed.

Chapter 7 HOUSEHOLD GOODS AUDIT TEAM (HHG-AT)**7.1 HHG-Audit Team Operations Requirements**

**Note this chapter only applies to processing uniformed Navy member's audits. Navy Civilian employees are processed by the sponsoring command and employee's payroll office.*

a. Review Bills of Lading to identify excess weight, unauthorized accessorial payments and other unauthorized payments generated by one or more movements of a service member's personal property.

b. For bills of lading shipments, verify the validity of any debt to the government in accordance with due process requirements as specified in the Financial Management Regulation (FMR) Volume 7A, Chapter 50, paragraph 500104.A2.

c. Process Pay Adjustment Authorization forms to the Personnel Support Detachment (PSD) or Defense Finance and Accounting Service (DFAS) on the 45th day for all accounts for which there has been no response from the member.

(1) Suspend or delay collection processing under the following exceptional circumstances for a period not to exceed one calendar year:

- Service member deployed without access to records
- Service member hospitalized or disabled
- Other exceptional circumstances that warrant suspension.

(2) HHG-AT will submit written requests for suspension of cases beyond one year to NAVSUP HQ HHG Director. After review, an approval/disapproval will be issued for any suspension that will exceed one calendar year.

(3) All suspended cases will be held in a suspense file and reviewed for action 60 days prior to expiration of suspension period.

e. Conduct a full audit on a random sampling of 10% of the out of service debt files on a quarterly basis and provide results to NAVSUP GLS with a copy to NAVSUP HQ HHG Director.

f. Identify potential fraud, unauthorized expenses, overpayments, un-liquidated advance payments and other unauthorized payments generated by PPM of a service member's personal property.

g. For PPMs, verify the validity of any debt to the government IAW due process requirements as specified in the FMR Volume 5, Chapter 28, paragraph 2804/5

h. Ensure a tax withholding rate of 25% will be used in accordance with Internal Revenue Service (IRS) Circular 15 on incentive payments.

i. After due process notification of 45 days, auditors will process all such cases for collections unless a voucher is received or a suspended or delayed collection is authorized.

j. Cases requiring entitlement review will be forwarded to NAVSUP HQ HHG Policy Team for review and adjudication.

7.2 Records of Indebtedness Retired Without Action

a. Pre-audit indebtedness in the amount of \$225 (DoD FMR Volume 5, Chapter 28) or less for a Separated Service Member or \$215 or less (DoD FMR Volume 4, Chapter 3, Annex 2) for an active duty/retired service member resulting from shipment of excessive weight, excess distance, unauthorized household goods items or accessorial services, or excess costs due to member's negligence, i.e., attempted pickup and/or delivery charges. The records will be retired to a separate file and will reference as authority, DFAS Policy guidance from DOD FMR Volume 5, Chapter 28. They will be maintained for 10 years.

b. Debts of less than \$100 for indisputable charges, such as battery replacement or unauthorized accessorial services, will be processed for immediate collection and are not subject to provisions of section (b) above. Debts over \$100 dollars for such charges are subject to due process notification and will be so processed.

c. Establishment and maintenance of audit cost threshold. An annual assessment of the cost to conduct an audit will be prepared and validated in accordance with the 12 February policy letter as follows:

(1) HHG Audit Team will review the existing cost estimate spreadsheet and update relevant costs. This action

will be completed by 30 November. The updated spreadsheet document shall be emailed to NAVSUP GLS HHG P & S Director, along with a summary that recommends any change in dollar threshold supported by the spreadsheet.

(2) GLS HHG P & S Director shall review the supporting documentation and concur/non-concur with the HHG AT recommendation. If there is a non-concur, NAVSUP GLS HHG P & S Director will provide an alternative dollar threshold recommendation. NAVSUP GLS HHG P & S Director will provide their input to NAVSUP HQ HHG Director for review NLT 15 December of each year.

(3) The NAVSUP HQ HHG Director will review the threshold documentation and issue a revised dollar threshold to be used for the new calendar year by 31 December.

7.3 Audit of Previous Household Goods Moves

a. The Navy Household Goods Audit Team has a very robust process for flagging, determining and collecting excess costs. A return of investment analysis has shown that audits of moves prior to the most recent move are not normally a cost-effective policy and results in a negative return on investment for the Navy. Therefore only the most recent move of a member will be audited with the following exceptions.

(1) The member requests Household Goods Audit team to review a prior move or moves. Any valid indebtedness related to the prior move or moves investigated at the request of the member shall be collected.

(2) Suspected Fraud. Audit of a current move that indicates suspected fraud is sufficient cause for the Audit Team to further investigate prior moves for similar activity. Valid indebtedness established as a result of such an investigation shall be collected. See paragraph 7.4 of this P490 for fraud procedures.

b. Software failures of the Personal Property Transportation Audit System (PPTAS). Errors within the PPTAS software that are discovered to have resulted in a failure to flag records for audit will be corrected and the software changes implemented as soon as possible. Records that passed through the system prior to the software error identification and correction will not be re-processed through the PPTAS

software due to the negative return on investment associated with such cases.

7.4 Questionable Claims and Suspected Fraud

a. If an auditor suspects a PPM reimbursement claim is questionable, they should immediately discuss this with their Division Supervisor. When minor discrepancies exist as a result of clerical or computation errors, misunderstanding of procedure, or failure to properly document, the intent to deceive may be missing. Such errors shall be discussed with the claimant and corrected.

b. Where discrepancies are obvious or involve a large or unreasonable amount of money, fraud is more likely, absent a satisfactory explanation from the claimant. NAVSUP HQ should be notified for an advisory opinion. Cases suspected of fraud will not be paid unless one of the processes below clear up the problem.

(1) Where the claim is \$5,000 or greater it will be referred to the Naval Criminal Investigation Service (NCIS). Record of the referral will be maintained as part of the case file.

(2) When the claim is below \$5,000 or NCIS declines to investigate will be referred to the member's Commanding Officer and will be processed in accordance with FMR Volume 5, Chapter 12 "Questionable and Fraudulent Claims".

7.5 PPM Settlement Appeals

a. For appeals concerning "Moving before orders" or "Moving after the Travel & Transportation expires" the appeal should be sent to the Board for Correction of Naval Records (BCNR)
<http://www.public.navy.mil/bupers-npc/career/recordsmanagement/Pages/BCNR.aspx>

b. For appeals concerning the dollar value of a PPM settlement The Defense Office of Hearings and Appeals (DOHA) is the appeal authority <http://www.dod.mil/dodgc/doha>.

CHAPTER 8 - SAFEGUARDING SOCIAL SECURITY NUMBERS (SSN) AND PRIVATELY IDENTIFIABLE INFORMATION (PII)

8.1 Department of the Navy Social Security Number (SSN) Reduction Plan Phase III

DON CIO Message DTG: 171625Z Feb 12 provides guidance on use, storage and transmission of the SSN and the Electronic Data Interchanged Personal Identifier (EDIP). For Navy Personal Property business, the following five areas require due diligence to comply.

a. Information Technology Systems. Only the Defense Personal Property System (DPS), Transportation Operational Personal Property Standard System (TOPS), Personal Property Transportation Audit System (PPTAS), Total Records Information Management (TRIM) and DON Tracker systems are authorized to store/maintain Personal Property Records with the SSN. Electronic storage with shared access such as disks, thumb drives or a share drive on a network is prohibited.

b. Forms. Only those forms with official form numbers containing the Privacy Act Statement are to have the SSN on them, i.e. DD Form 1299, DD Form 1351-2. Home grown worksheets, sign in logs, etc. are not authorized to contain the SSN.

c. Record Retention. Electronic and paper record retention and disposition must be in accordance with SECNAVINST 5210.8D and SECNAV M-5210.1. In "most" cases our records are considered Household Goods and are listed under Standard Subject Identification Code (SSIC) 4610 for Shipments of Cargo and Freight Records.

(1) In accordance with the Deputy Assistant Secretary of the Navy Memo, "Revised Document Retention Requirement to Support DON Financial Audit Statements," of 29 January 2015, all financial transaction records in support of the DON's financial statement audit are to be retained for ten years.

d. Faxing. The use of fax machines to send information containing the SSN and other PII should be used only when absolutely necessary to conduct official business. To reduce risk:

(1) Fax machines are to be located in an area where access is restricted to employees only.

(2) All outbound faxes must have a DD Form 2923 Privacy Act Data Cover Sheet on top.

(3) Inbound fax machines are to be checked hourly and at the end of each duty day.

e. Email. Encrypted emails are to be used at all times when transmitting SSN and other PII.

8.2 Safe Access File Exchange (SAFE)

An alternative to encrypted email transmission is the Safe Access File Exchange (SAFE). It can be used by DoD CAC holder to send files to recipients with other addresses such as .com or .edu and vice versa. Instructions for enrollment and use of SAFE are at <https://safe.amrdec.army.mil/safe2/>.

CHAPTER 9 - QUALITY ASSURANCE

The Navy's inspection goal is 50 percent of all Personal Property shipments Inbound/Outbound. Inspections can be physical and/or telephonic. When conducting phone or physical inspections remind the customer to complete the DOD Customer Satisfaction Survey.

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CHAPTER 10 - PERSONAL PROPERTY SELF INSPECTION PROGRAM

10.1 PROCEDURES

a. Navy Personal Property Offices (Back office and Storefront) will complete a Self-Inspection report twice a year using the most current NAVSUP IG Command Inspection Checklists. Identified weaknesses should also have a Corrective Action Plan (CAP) write-up.

b. A Director signed copy of the report and any CAPS should be sent through the Commanding Officer to the NAVSUP GLS Household Goods Program Manager by the 1st of April and the 1st of October each year.

c. The NAVSUP GLS Household Goods Program Manager should forward the reports and CAPs to the NAVSUP HQ Household Goods Director by the 15th of April and the 15th of October.