

MOVING RESPONSIBILITIES

An outline of the TSP, Movers and your responsibilities during a PCS move

PCS ORG. CHART



HAVING A GOOD PCS MOVE

A good move depends largely on how much you get involved and how well prepared you are when the local agent arrives. Use this guide to ensure you know what you need to prepare.



YOUR RESPONSIBILITIES AT ORIGIN

- **Keep your transportation office and TSP informed** of any change in your orders or other changes, such as a current telephone number or email address where you are available until you leave your old duty station
- **Do not change your shipping dates.** Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. If the agent arrives to pack/pickup your personal property and either you or your designated representative is not available, you may be financially responsible for the attempted pickup.
- **You must be home** (or have a representative designated in writing at home) during the duration of all services between the hours of 8:00 AM – 5:00 PM.
- **Your residence or pickup location should be organized** enough so it does not hinder the job performance of the crew that packs your property.
- **Separate your professional items (Pro-Gear)** and any authorized additional consumables. Be sure they are identified on the inventory as “PBP&E/Pro-Gear” and ensure a constructive weight has been annotated on the inventory.
- **Remove your TV antenna;** disconnect your satellite dish.
- **Empty, defrost, and thoroughly wash the inside of your refrigerator** and/or freezer to keep mildew at a minimum during transit and storage, these appliances need at least 2 days to dry out. Leave doors open after cleaning.

● Rules for shipping any engine power-driven equipment ●

Including: motorcycle, dirt bike, lawnmower, snowmobile, moped, boat.

Ensure equipment is free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only non-spillable gel-type batteries are authorized. Disconnect lead from spark-plug and also tape the wire lead. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.

YOUR RESPONSIBILITIES AT ORIGIN (CONT.)

- **Drain water** from hot tubs and waterbeds.
- **Remove** window air conditioners.
- **Disconnect and prepare all electronic components** such as televisions, stereos, DVD players, computers, printers, and VCRs for the move.
- **Disconnect all appliances**, such as washer, dryer, and stove. Charges associated with disconnecting these appliances are your responsibility so you should complete disconnections prior to the HHG pack and pickup dates. If you are shipping or storing a front-load washer, please provide necessary hardware (e.g., shipping bolts) when available.
- **Disconnect and unmount TVs** (Plasma/LCD/DLP) from the wall.
- **Dispose of foods** that could spill or spoil in transit or in storage.
- **Remove hanging objects** scheduled for shipping from the walls, ceilings, and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
- **Dismantle outdoor structures** such as play equipment, utility sheds, playhouses, swing or gym sets.
- **Have your property separated by shipment and distinctly marked.** Put items that are to go in the UB shipment in one room. Distinctly mark items for storage, items not to be packed, etc. This reduces the chance of items getting into the wrong shipment or preventing shipment of discarded items.
- **Dispose of all trash** and items to be discarded prior to the agent's arrival, if possible.
- **Remove all old TSP markings** and stickers from furniture and boxes.
- **Remove personal property from an attic**, crawl space, or similar storage area within the residence.

● The agent is not required to go into areas that: ●

1. Are not accessible by a permanent stairway (ladders are not considered a permanent stairway)
2. Are not adequately lighted.
3. Do not have a finished floor.
4. Do not allow a person to stand erect.

YOUR RESPONSIBILITIES AT ORIGIN (CONT.)

- **Identify contents left in drawers.** Be sure the inventory reflects the contents.
- **Safeguard all cash, jewelry, important paperwork** or other expensive items. Hand-carry them.
- **Inventory tag each carton and loose item** (e.g., ladder, rake) and ensure all tag numbers appear on the inventory.
- **Drain all gasoline, oil, and water** from power-equipment such as lawn mowers and snow blowers prior to pick up.
- **Have any pre-packed boxes, cartons or totes available for the agent to check.** Agent's may repack items in pre-packed containers to ensure safe transport of your property.
- **Carefully read the inventory** prepared by the agent's personnel before you sign. Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal or ceramic figurines, make sure the inventory says "crystal" or "Hummels" or "Lladros," etc., instead of a generic description such as "kitchen items" or "glass."
- **Make sure major items are individually noted** on the inventory with complete and accurate descriptions. For example, instead of "stereo system," make sure it lists out individual speakers and components.
- **Be specific when listing inventory items.** If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner."
- **A good inventory is an accurate one.** It shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the packers or loading crew and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
- **Do not sign anything until you read, understand, and agree with it.** You must be provided a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.

YOUR RESPONSIBILITIES UPON ARRIVAL AT DESTINATION:

- **Contact the destination transportation office and/or TSP** delivering your personal property as soon as possible after your arrival. The transportation office *and* TSP both need a telephone number and/or address where you can be reached on short notice.
- **Call your TSP as soon as you have a delivery address** for your personal property and provide this information.
- If possible, **be prepared to accept delivery of your property as soon as it arrives.** This will prevent additional handling and reduce or eliminate storage.
- **You must be home**, or have a designated representative (designated in writing) at your home on the day of delivery.
- **When receiving your shipment from storage, you must be available** from 8:00 am – 5:00 pm. If there is a chance your residence will not be ready at 8:00 am for delivery, schedule a different day. You can be financially responsible for wait time.
- **Know in advance where you want each piece of furniture** placed in your new residence. You are allowed a “one-time placement of rugs, furniture and goods” by the TSP upon your request.
- **Check each carton or item off the inventory.** Make sure everything that was picked up is delivered.



If you discover any loss and/or damage at the time of delivery...

List all missing and/or damaged items by appropriate inventory number on the DD Form 1850: Joint Statement of Loss or Damage at Delivery/Defense Personal Property Program Notification of Loss or Damage at Delivery Form.

Do not sign for services if the agent did not perform them.

TSP & AGENT'S RESPONSIBILITIES AT ORIGIN:

- **Conduct Pre-Move Survey** (in-person, via telephone or virtual) depending on the type of shipment and estimated weight. When required, it should be conducted prior to the first day of packing.
- **If special services are required**, the TSP submits a request to the transportation office for review/approval. The transportation office makes the final determination. If denied, you can request the agent to provide specialized services at your own expense.
- **TSP determines the number of days required to pack/pickup shipment.**
- **You can negotiate pack, pickup, and delivery dates** with the TSP during the pre-move survey. Keep your origin TO and destination TO informed of any changes, including pickup/delivery address or phone number/email address changes.
- **Packing/pickup** will begin between 8:00 a.m. and 5:00 p.m.
- **Protect appliances against damage while in transit.** The TSP secures moving parts that, if allowed to move in transit, could damage the appliance.
- **Use new, clean packing materials** for linen, clothing, and bedding.
- **Use new or like-new packing materials** for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be protected from carton walls.
- **Pack mirrors, pictures, and glass tabletops** in specially designed cartons.
- **Wrap and protect all finished surfaces** from marring or scratching with furniture pads or paper pads.
- **Properly roll and protect rugs at residence.** Only small throw rugs may be folded.
- **Pack all designated PBP&E in separate boxes.** These cartons must be marked "PBP&E/PROGear," weighed separately, and listed on the inventory form.
- **Put all nuts, bolts, and screws from a disassembled item in a bag** and attach securely to the item or use a hardware box for all hardware.
- **Mark each carton** to show general contents.
- **An accurate and legible inventory** will be prepared at origin.
- **Obtain approval from the TO** prior to loading on the tailgate of the moving van.
- **Remove all excess packing material** from your residence.

Purpose of a Pre-Move Survey

Agent assigned by your TSP determines weight/volume of property to be packed/loaded, quantity and type of packing materials required.

If items require special crating (e.g., marble tops, artwork, grandfather clock), or if a third party should be involved to disassemble certain objects (e.g., specialized furniture/equipment).

TSP & AGENT'S RESPONSIBILITIES AT DESTINATION:

- Delivery will begin between 8:00 a.m. and 5:00 p.m.
- A one-time placement of rugs will be performed, prior to placement of your HHG.
- All cartons, boxes, and crates will be unwrapped.
- Each item or carton will be placed in the room you indicate. This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient and safe. Have placement planned out prior to agent arrival. Agents are required to place each item only once.
- All furniture and equipment disassembled at origin by agent will be reassembled. Does not include maid service and/or organization.
- Removal of packing and blocking from appliances. The agent is not required to connect appliances to electric, gas, or water outlets.
- A joint written record of any loss and or damage at delivery will be provided on DD Form 1840 or on the "Defense Personal Property Program Notification of Loss or Damage AT Delivery" Form. You and or your designated representative along with the delivery agent must sign this form. The agent's representative must provide a copy of this form.
- **Remember: Agents are not required to go into an attic, crawl space, or similar storage area for the purpose of delivering and placing personal property. The same parameters apply as at origin.**
- **NOTE: It is not advisable to waive unpacking at any time during the delivery.** However, if unpacking is waived, the TSP/agent is not required to return later to unpack or remove debris.

FINAL NOTE

If you are confused about the responsibilities during a move, please reach out to your move coordinator. We also provide an online forum and chat function through our website.