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FM COMDT COGARD WASHINGTON DC
TO ALCOAST
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ALCOAST 115/24

SSIC 4050

SUBJ: AY2024 HOUSEHOLD GOODS (HHG) AND MANDATORY CUSTOMER
SATISFACTION SURVEY (CSS) INFORMATION

A. The Joint Travel Regulations (JTR)

B. Defense Transportation Regulation (DTR) 4500.9-R-Part IV A

C. Coast Guard Supplement to the Joint Travel Regulations (CGS-JTR),
COMDTINST M4600.17B

1. The assignment year (AY) 2024 Household Good (HHG) transportation season will soon be upon us. To ensure all members have the most success with their movement of HHGs, commands are highly encouraged to provide each transferring or separating member with a copy of this ALCOAST and include HHG counseling on PCS check-out sheets. The transportation industry's peak season runs from 15 May to 31 August with the busiest time being between 15 June and 31 July. Members must book HHG shipments at the earliest opportunity to ensure a smooth transition and successful outcome. Trying to schedule a shipment during the busiest times (between 15 June and 31 July) may be challenging, and avoiding these peak times is highly recommended. Members should not cancel or enter into a rental agreement, lease, or buy/sell a home until they have verified with their local Transportation Office (TO) that the requested dates have been confirmed by the Transportation Service Provider (TSP).

2. HHG counseling may be conducted in-person by a TO, or members may self-counsel through the Defense Personal Property System (DPS) at:
(Copy and Paste URL Below into Browser)

<https://www.militaryonesource.mil/moving-pcs/plan-to-move/moving-personal-property/>

Members must register for a username and password with a valid civilian email account. Registration may take up to 72 hours, so members should plan accordingly. Once the member's HHGs event has been requested in DPS, a copy of the signed PCS orders must be provided to the origin to complete the shipment request. Guidance on Personally Procured Moves (PPM) will be published in a separate ALCOAST.

3. If operational commitments prevent a member from scheduling their HHG shipment or PPM, they should seek guidance from their local TO or legal assistance office to assign a trusted agent or grant a special power of attorney to schedule the HHG shipment on their behalf.

4. Members must understand their weight limit and the consequences of exceeding their maximum allowable weight. Exceeding the weight limit will create excess costs for both shipping and storage that must be paid by the member. Maximum HHG weight allowances and non-temporary storage (NTS) Weight Allowance (pounds) are found in Par. 051401 of REF (A) at:

(Copy and Paste URL Below into Browser)

<https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>

To help members calculate the approximate weight of their HHGs before pack-out, an easy method is to estimate 1,500 pounds per room (not including storage rooms or bathrooms), and add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc. Weight estimates are not official and cannot be used to refute excess weight charges. If a member disputes the HHG weight, they may request a re-weigh via their DPS account, the TSP, or the destination PPSO. It is NOT possible to reweigh HHGs after delivery.

5. A member married to another service member must ensure their origin HHG counselor is aware of their marital status, as they may request to combine their HHG weight allowances for one shipment. Weight allowances may not be combined after delivery in an attempt to offset HHG weight overages. Waivers are not authorized.

6. Professional books, papers, and equipment (PBP&E or pro-gear) is limited to a maximum of 2,000 pounds per member and spousal pro-gear is limited to 500 pounds. Member and spousal pro-gear may not be combined. The Service member must certify that the PBP&E are necessary for official duty at the next PDS. PBP&E must be notated in DPS at origin and listed on the origin inventory sheets.

Guidance and limitations on pro-gear are found in 051304 and Appendix A of REF (A). Pro-gear cannot be claimed after delivery in an attempt to offset HHG weight overages. Waivers are not authorized.

7. Members will receive Customer Satisfaction Surveys (CSS) upon completion of various phases in the move process. Completion of the CSS is required and must be completed the within 7 days of receipt. The CSS is used for the Government to capture customer feedback on satisfaction with the TSP.

8. Full Replacement Value (FVR) protection is provided at no additional cost to the member.

a. For personal property lost, damaged or destroyed while in the care of the TSP, the TSP's maximum liability on each shipment is \$10,000 per shipment or \$6.00 times the net weight of the HHG shipment, or gross weight of the Unaccompanied Baggage shipment, not to exceed \$75,000, whichever is greater.

b. Members should consider purchasing insurance through a third party for higher value shipments.

c. Members are responsible for submission of damage claims and should understand that claim submission is a multi-step process. Incorrect claims or claims submitted beyond the prescribed timeline may result in reduced compensation. To ensure proper and timely notification to the TSP and compliance with service requirements, specific guidance can be found at:

(Copy and Paste URL Below into Browser)

<https://www.uscg.mil/Resources/Legal/LSC/Household-Goods-Claims/>

9. Members authorized to ship a privately owned vehicle (POV) to or

from OCONUS locations must ensure all vehicle safety recall notices are resolved prior to arranging shipment and must review the guidance found in Par. 053001 of REF (A) to determine requirements, reimbursement, excess costs, and restrictions that may apply to their respective vehicle and VPC use. Specific information on POV safety recalls is available at:
(Copy and Paste URL Below into Browser)

<https://www.pcsmypov.com>

10. Authorization for shipment of a POV at government expense when a member is physically unable to drive, or there is insufficient time to drive and report as ordered, in accordance with Par. 052901 of REF (A) and 052901 of REF (C), may only be granted by COMDT (CG-1M12).

11. Members with dependents who elect to ship a second POV at their own expense in CONUS should review the guidance found in Par. 052902 of REF (A) to determine eligibility, reimbursement, excess costs, and restrictions that may apply to their respective situation. Members shipping in CONUS are not entitled to reimbursement for expenses for delivery to or pick-up from the carrier and are not authorized to use VPCs. The member's orders must reflect authorization of entitlement to ship a POV and maximum reimbursement. Proof of POV ownership by the member or lawful dependent must be provided.

12. Under certain circumstances, short-distance moves (local moves) for PDSs located in close proximity may be authorized a HHG move and DLA through the Secretarial Process COMDT (CG-1M12). Members requesting a local move should review 051901 of REF (A), Par. 0519, and Figure 5-1 of REF (C), and request Secretarial Process review through their administrative chain of command.

13. COMDT (CG-1M12) Travel & Transportation Policy team can be reached by email at: SMB-COMDT-TravelTransportationPolicy@USCG.MIL

14. RADM, M. W. Raymond, Assistant Commandant for Military Personnel (CG-1M), sends.

15. Internet release is authorized.