

PERSONAL PROPERTY PROCESSING OFFICE GUIDE TO SUCCESSFUL MOVE

The "**Guide to Successful Moving**" brochure, which you will find here on-line, was developed to help make your move go as smoothly as possible. We have tried to include everything you need to know without overloading you with information.

Peak Season

Definition:

Peak Season is usually from May through September. Most commands are in competition with other military activities as well as both the commercial market and the corporate market. Most people prefer to move during the summer months. This creates shortages of drivers, packers and helpers as well as trucks and warehouse space. Because of this added competition for service, most van lines are saturated during many of the days, which cause added stress for all. The better we plan and book shipments as far ahead as possible, the better our chances are for success. This allows the carrier and our customers to plan for successful moves. To ensure your successful move, provide the following to your Personal Property entitlements counselor.

You should consider alternative pack/pickup dates just in case the dates you want are not available. Accurate contact phone numbers, especially en route point of contact phone number/address, are important for the Personal Property Office to have.

Date Changes May Cause Delays

Step 1 -

While each division performs a critical function, most of you will only be dealing with our Entitlements section which is responsible for counseling you on your move. The process begins with your orders because they authorize your entitlements and provide the accounting information needed to fund your move. This is why nothing can be done without orders.

Step 2 -

Once you complete your briefing and our Entitlements Section has taken your application, the paperwork is forwarded to our Outbound Section for assignment to a specific carrier. In addition to processing the necessary paperwork, Outbound Section will also assist you if you make any follow-up phone calls. Our Quality Control Branch is here to ensure you receive a quality move. They monitor the performance of the moving companies in meeting pickup and delivery dates and in minimizing damage. But even if damage occurs, quality is still an issue, only now it means servicing your claim as quickly as possible.

Step 3 -

Because of Hampton Roads area demand, we needed to adopt a group processing approach to entitlements counseling. The system used in our office is designed to accommodate a higher volume of customers a week. While this approach might sound less "user friendly," we believe it has improved the quality of information given to the customer. Grouping customers by their type of move has a number of advantages. We can develop presentations specifically tailored to a group of people making the same type of move. For example, if you are going overseas, you will be grouped with other service members going to an overseas destination.

Moving Day

Members or their designated representatives are required to be at the scheduled pickup and delivery addresses from 8 a.m. until 5 p.m. on the day's household goods are packed, loaded, or unpacked. If an emergency comes up and the member is forced to change the dates of the pack out and move, the member or member's representative must personally visit the Outbound Section of the Personal Property Office Norfolk, VA (757) 443-3700. Be sure to obtain a copy of the GBL, the DD-619 (if CONUS), and the Household Goods Inventory from the packers before they leave the residence. Ensure the inventory reflects the true condition of the property and be certain everything is listed on the inventory. Review it carefully and keep a copy with other important moving papers. Check the entire house BEFORE releasing the packers to make sure that nothing is left behind which needs to be moved.

The Packers Are Not Required To Return To The Residence After They Have Been Released

Step 4 -

Members will be given the telephone number of the Transportation Office at their new duty station. They should contact the office as soon as possible upon arrival even though they may not know the delivery address for their household goods. The office should be provided with a phone number where the member or designated representative may be reached. Contact the destination Personal Property Office to arrange for delivery of personal property. Arrange for phone, gas, and electricity to be connected.

Note: If you elect to unpack your shipment, that carrier is not required to return to remove packing debris

Local Delivery:

All personnel having HHG delivered in the Southside Hampton Roads area are processed by this office. Members should contact this office as soon as possible upon arrival and provide a telephone number where the member may be reached.

Designating a Representative To Release Or Accept Property In The Absence of the Member

A member may designate a spouse, a relative, or a friend who is at least 18 years old, to release or accept their shipment. The person selected must have either the member's power of attorney or written authorization from the service member. The agent's name must appear on the document as the member's representative to release or accept the shipment.