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COMDNOTE 4050

SUBJ: 2017 HOUSEHOLD GOODS (HHG) AND MANDATORY CUSTOMER SATISFACTION SURVEY (CSS) INFORMATION

A. Joint Travel Regulations

1. The 2017 HHG transportation season will soon be upon us, and with it comes the importance of HHG counseling. To ensure a member's successful movement of HHG, whether cross-country or local, commands are highly encouraged to provide all members departing on PCS orders or separating from the Coast Guard a printed copy of this ALCOAST, and include HHGs counseling on their PCS check-out sheets.
2. HHG counseling may be received in person from a transportation officer (TO), or members may self-counsel through the Defense Personal Property System (DPS) at www.move.mil. 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.
3. Members and their spouses may use DPS to request HHG pack-out, pick-up, delivery, and request authorization to perform a Personally Procured Move (PPM) of HHG. Members performing both a PPM and a funded Government HHG shipment must enter both shipments in DPS separately. DPS may also be used to initiate a damage claim, if necessary. 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 for approval.
4. DPS may not be available via limited connectivity or underway. If operational commitments prevent a member from scheduling their HHG shipment, 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 in their stead.
5. The peak of HHG move season is between 15 May and 31 Aug, so scheduling your move early, or even outside of this period is recommended, if possible. It is important to note that requested dates are not guaranteed, so members should not cancel or enter into a rental agreement, lease, or buy/sell a home until they have verified with their local TO and their Transportation Service Provider (TSP) that the requested dates have been confirmed. If a TSP cannot be contracted, or if a member prefers they may conduct a PPM. Guidance on PPMs will be published in a separate ALCOAST.
6. Exceeding HHG weight limits is the leading cause of excess costs paid by members. Maximum HHG weight allowances are found in 5200-B of REF (A). To help members calculate the approximate weight of their HHG before pack-out, a weight estimating tool is available at www.move.mil/dod/before_you_begin/weight_allowance.cfm. The TSP will also estimate a member's HHG weight during the pre-move survey. After the HHG have been picked up, the member may contact the origin Personal Property Shipping Office (PPSO) for the actual HHG weight as reported by the TSP. If a member disputes the HHG weight, they may contact their TSP or PPSO (origin or destination) for a witnessed or un-witnessed reweigh. It is not possible to reweigh HHG after delivery.
7. A member married to another service member must ensure their HHG counselor is aware of their marital status, as their respective HHG weight entitlements may be combined.
8. Professional books, papers, and equipment (pro-gear) is limited to a maximum of 2,000 pounds per member. Personal computer equipment and memorabilia such as awards, plaques, or performance-related mementos are no longer considered pro-gear. Members who transported more than 2,000 pounds of pro-gear to an OCONUS PDS before 1 May 2014 may return the same pro-gear amount to the CONUS PDS, and the 2,000 pound limit will resume for all future PCS transfers. Waivers are not authorized.
9. Spousal pro-gear is limited to 500 pounds. An itemized inventory of spousal pro-gear indicating the profession which the items are used, and signed by the member, must be provided to the TO for verification at the time of counseling. Member (m-pro) and spousal (s-pro) pro-gear may not be combined.
10. The member is responsible for ensuring m-pro and/or s-pro is separated from HHG, and clearly marked to be weighed separately. All pro-gear must be clearly itemized on the origin TSP inventory sheet, and the estimated weight must be entered on the Application for Shipment and/or Storage of Personal Property, DD Form 1299. Inventory sheets must specifically indicate which items are m-pro and/or s-pro, cubic feet, and pounds. Pro-gear cannot be claimed after delivery in an attempt to offset HHG weight overages. Waivers are not authorized.
11. After delivery of HHG, members must grade their TSP's performance by submitting a Customer Satisfaction Survey (CSS). The CSS will document both positive and negative feedback, and can directly impact the Government's use of that TSP's services in the future.
12. Full Replacement Value (FRV) protection is provided at no additional cost to the member. For personal property lost, damaged or destroyed while in the care of the TSP, the member can recover the greater of \$5,000 per shipment or \$4.00 times the weight of the shipment (in pounds) up to a maximum of \$50,000 as compensation for loss. Submission of damage claims are the responsibility of the member, and are 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 www.move.mil/dod/claims_css/dod_claims.cfm and www.fincen.uscg.mil/hhg.htm. Additional information on FRV claims can be found at www.sddc.army.mil.

13. Members authorized to ship a privately owned vehicle (POV) to, from, or between OCONUS locations must ensure all vehicle safety recall notices are resolved prior to arranging shipment. Specific information on POV safety recalls is available at <https://www.pcsmypov.com>.

14. COMDT (CG-1332) POCs are CWO Sara Pepin at 202-475-5402, sara.e.pepin@uscg.mil or Mr. Tony Pearson at 202-475-5368, anthony.h.pearson@uscg.mil

15. RADM Kurt B. Hinrichs, Director of Reserve and Military Personnel, sends.

16. Internet release authorized