



PERMANENT CHANGE OF STATION MOVES



"We know this year is more challenging than usual, and we are working to give our Soldiers and families options, resources, and flexibility to reduce as much stress as possible."

—General Edward Daly, Commanding General, Army Materiel Command

TOP LINE MESSAGES

PEOPLE

DATE: 1 May 2022

- We anticipate moving and storage capacity constraints to persist through the 2022 moving season based on current economic trends and supply chain congestion.
- The Army is working to provide Soldiers and families options, resources and flexibility to alleviate moving stress as much as possible.
- Transportation offices, Military OneSource, and the live chat function on the Army PCS Move app are great resources for information and support during the planning and moving process.

SUMMARY

The Army streamlined PCS processes and policies to provide a safe, effective and easy way to move Soldiers and families. Updates include reimbursement and allowance changes, a user-friendly customer survey system, vigilant safety protocols and a refreshed Army PCS Move App. Though we still experience delays associated with the pandemic, we continue to improve business practices to hold moving and storage companies accountable, and to provide Soldiers and families better expectation management during their move.

TALKING POINTS

PCS Improvements

- Personally procured moves (PPMs) reimbursement increased to 100% of what it would have cost the government to use a DoD moving company.
- Reimbursement up to seven days of per diem and incidentals when a moving company fails to pickup or deliver as agreed.
- SmartVoucher process reduces travel payments to <2 days.
- The Basic Allowance for Housing rate is in effect at all 40 on-base IHG Army Hotel locations in the U.S. through the end of FY-2022.
- The Army PCS Move, Digital Garrison, and PCS My POV Apps are free in [Google Play](#) and [Apple Store](#).
- Call the U.S. Transportation Command [24/7 hotline](#) (1-833-MIL-MOVE) or Army Personal Property Call Center 1-800-521-9959.

Quality Assurance

- The goal of quality assurance inspectors is to provide an in-person inspection for at least 75% of moves.

Planning Your Move

- Step 1: Create an account with [Defense Personal Property System](#) (DPS) via Military OneSource, upload orders and complete shipment applications.
- Step 2: Visit the [transportation office](#) to schedule the move and receive counseling. Designate 7-day calendar spread with last available pickup date and desired pickup date. (OCONUS Moves: For POV shipment or storage, go to [PCS MyPOV](#) or call the [International Auto Logistics](#) at (855) 389-9499.)
- Step 3: A new third-party text based/smart phone accessible survey process will deploy May 2022 allowing for simplified feedback on moving company performance.
- Step 4: If a HHG pickup or delivery is delayed, file an [inconvenience claim](#) with the DoD moving company to be reimbursed for some of the related expenses.
- Step 5: Within 180 days, file a claim with DPS if items were lost or damaged during the move.

Challenges and Options

- Visit the transportation office for guidance, but Soldiers have options if they experience moving delays:
- Soldiers can work with leadership to adjust report dates within a 60-day window.
- The government can pick up the HHGs and store them until a DoD moving company can move it, with some delays expected.
- Soldiers can conduct a personally procured move (PPM) at 100% of what the government would pay a moving company. (Not recommended for OCONUS PCS.)
- Soldiers can receive a non-availability letter (NAL) from the transportation office to use a commercial moving company with a minimum of two commercial estimates, which is fully reimbursable.
- Soldiers can move HHG to commercial storage (e.g. expired lease or home sale), receives NAL until the government can schedule a DoD moving company to move it to destination.

DIGITAL & SOCIAL MEDIA RESOURCES:

- **Webpages:** [Military OneSource](#), [USTRANSCOM It's Your Move pamphlet](#), [Center for Personnel Claims Support](#), [DFAS Smart Voucher](#), [PCS MyPOV](#)
- **PPM Approved Movers with rights handbook:** [https://www.fmcsa.dot.gov/p/protect-your-move](https://www.fmcsa.dot.gov/protect-your-move)
- **Army News**
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