



U.S. Navy Household Goods (HHG) Helpline

by Sue Ducombs

The Navy Household Goods (HHG) Helpline was established to assist personal property offices interpret, clarify and apply HHG, mobile home, boat and privately owned vehicle allowance guidance. Naval Supply Systems Command (NAVSUP) Headquarters used to perform this function, however in 1999, this function was transferred. NAVSUP PUB 490, Chapter 1, paragraph N1005, delegated this function and other HHG authorities to Fleet and Industrial Support Norfolk's Business Support Department.

When there is a question about an entitlement or a process, the lead entitlement counselor and/or Director at the local Personal Property Shipping Office/Personal Property Processing Office should be consulted first. If more assistance is needed for clarification, then the HHG Helpline should be contacted for further guidance.

In cases, where the HHG Helpline and field activity reach an impasse on an interpretation, or application of a transportation allowance the Helpline will contact a NFS 53 Traffic Management Specialist for resolution. The Navy representative to the Per Diem Travel and Transportation Allowance Committee (N130) should not be contacted by local offices or customers to resolve matters such as these.

While customers can, and do call the HHG Helpline, customers in your office should not be turned away and advised to call themselves. As strong customer advocates, the local PPSO/PPPO should be contacting the HHG Helpline on the customer's behalf

The Helpline is staffed Monday through Friday, from 0800 – 1700, (800) 444-7789 or can be contacted by email at nvtrnshhghelpline@navy.mil.