

Did you know?

20 Dec 2012

Effective 1 October 2012 the Fort Belvoir Counseling Office will be relocating to The Department of Logistics (DOL)

What does this mean to you?

Beginning 1 October 2012 to receive Personal Property Household Goods Counseling, all DOD customers will be required to go to the Department of Logistics (DOL) which is located at:

*9910 Tracey Loop Bldg 766 Fort Belvoir, VA 22060.
Please contact DOL TMO Mr. Carlton Freese (703) 805-5674.*

This realignment is in accordance with the OSD Regionalization, to standardize all front office customer service at the base level.

While the Joint Personal property Shipping Office Gunston Road, Fort Belvoir will no longer have a front office PPPO, we will instead concentrate on booking of shipments, long term storage and any issues you have with your inbound shipments.

If you need additional assistance and guidance you can contact our office at the following website: <http://www.belvoir.army.mil/jppsowa>

Did you know?

14 Sep 2012

Effective 1 October 2012 the Fort Belvoir Counseling Office will be relocating to The Department of Logistics (DOL)

What does this mean to you?

Beginning 1 October 2012 to receive Personal Property Household Goods Counseling, all DOD customers will be required to go to the Department of Logistics (DOL) which is located at:

*9910 Tracey Loop Bldg 766 Fort Belvoir, VA 22060.
Please contact DOL TMO Mr. Carlton Freese (703) 805-5674.*

This realignment is in accordance with the OSD Regionalization, to standardize all front office customer service at the base level.

While the Joint Personal property Shipping Office Gunston Road, Fort Belvoir will no longer have a front office PPPO, we will instead concentrate on booking of shipments, long term storage and any issues you have with your inbound shipments.

If you need additional assistance and guidance you can contact our office at the following website: <http://www.belvoir.army.mil/jppsowa>

Did you know?

16 Aug 2012

The Transportation Service Provider may be granted authorization to work at your residence until 2100 hrs?

What does this mean to you?

The Transportation Service Provider (TSP) will not begin pickup or delivery at the member's/employee's residence before 0800 hours or after 1700 hours without prior approval of the Transportation Office (TO) or the member/employee. In addition, the TSP will not begin any service that will not allow completion by 2100 hours without prior approval of the TO or the member/employee. Please contact your Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did you know?

2 Aug 2012

The delivery of your personal property shipment to your residence includes a onetime placement of all carpets and furniture into the room you designate?

What does this mean to you?

The member/civilian must ensure that all required services are accomplished prior to signing any delivery documentation and releasing the crew. Once the crew has left, they are not required to return to accomplish this service. Please contact your Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil>

Did you know?

20 Jul 2012

There is a difference between SIT (Storage In-Transit) and NTS (Non-Temporary-Storage)?

What does this mean to you?

SIT - is short-term storage that can be used at either origin or destination, and should not exceed 90 days unless additional authorization is granted. NTS - is Long term storage used when Permanent Change of Station overseas, retiring, separating or going TDY for an extended period. Please contact your Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance : <http://www.belvoir.army.mil/jppsowa>

Did you know?

5 Jul 2012

When shipping electronics, you must ensure the packer annotates the make, model, and serial number of all electronic items.

What does this mean to you?

The importance of having the make, model, and serial number annotated is crucial, especially on the receiving end.

This is important because you want to make sure that all items shipped, are received at destination.

Also, in the event that you need to file a claim; Having the make, model, and serial number annotated is important when trying to receive the full replacement value for that item. Please contact your Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

7 Jun 2012

That at destination, the service member/civilian can witness the reweighing of their property prior to delivery?

What does this mean to you?

The member/civilian will be certain that their shipment has been reweighed prior to delivery. This action can mitigate or eliminate the possibility of excess costs for exceeding their weight entitlement. Upon request, the TSP must advise the member/civilian of the time and specific location for each weighing and provide reasonable opportunity for interested parties to be present at the weighing. Please contact your local Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location; or you can contact our office at the following website for assistance and guidance <http://www.belvoir.army.mil/jppsowa>

Did You Know?

24 May 2012

An alternate receiving agent should be named on the DD-Form 1299 to avoid any delays.

What does this mean to you?

If an alternate receiving agent is not listed, or if a Power Of Attorney is not in possession, the carrier could refuse pickup and/or delivery of the household goods until the member is contacted. You as the service member could incur excess cost. Please contact your Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

10 May 2012

You may ship your personal property anytime after you receive your official orders/authorization?

What does this mean to you?

You should contact your TO as early as possible for a better chance of getting your HHG moved on the date most convenient for you, which will help create a smooth move, with a flexibility to reschedule in the event your orders change to an earlier or later report date. Avoid scheduling lease termination or house sale closing on the same date your HHG are scheduled to be packed, picked up, or delivered, leave some time in your schedule for

the unforeseen. Please contact your Local Transportation Officer for additional information or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

26 Apr 2012

Your firearm must include the make, model, model year, serial number, firearm code, country of manufacturer, and caliber or gauge information entered in the DPS system?

What does this mean to you?

Not providing this pertinent information can cause a serious delay in booking and shipping your firearm. Please contact your Local Transportation Officer for additional information. Please contact or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

12 Apr 2012

In accordance with the Joint Travel Regulation (for civilians), you may be authorized the weight allowance of 18,000lbs gross.

What does this mean to you?

Your chain of command and gaining unit must authorize the full weight allowance on your orders. Knowing this information will prevent from you from exceeding your authorized weight allowance, and prevent you from paying any out of pocket expense. Please contact or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

15 Mar 2012

When you are moving under PCS orders to some overseas areas, Household Goods (HHG) weight restrictions might be applicable?

What does this mean to you?

If the location you are moving to is an administratively weight restricted area, you have the option of storing the remainder of your HHG in long term storage called NTS (Non-Temporary Storage), or you may ship your HHG to a designated location within the Continental US (CONUS) for the duration of your overseas tour. Please contact or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can visit JPPSO-WA located at Bldg 1466, Gunston Road, Monday through Friday, from 0800 - 1630 hours daily except holidays, or call the JPPSO-WA Call Center at (703) 806-0968, or go to our website: <http://www.belvoir.army.mil/jppsowa>

Did You Know?

2 Mar 2012

FOR CUSTOMERS SHIPPING HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE IN/OUT OF THE NATIONAL CAPITAL REGION (WITH THE EXCEPTION OF PERSONNEL PERMANENTLY ASSIGNED TO THE STATE DEPARTMENT AND CORPS OF ENGINEERS)

Questions not frequently asked:

Shipping of Household Goods from overseas differs between using the Defense Personal Property Systems (DPS) or Direct Procurement Method (DPM)

DPS moves Household Goods by the fastest means and directly to a known delivery address before the property is picked up at origin.

DPM moves Household Goods through the Government Military Sealift Command (MSC). This mode is at a lower expense to the Government.

What does this mean to you?

There are two ways that the DPM is used for overseas shipments:

1. When the shipment is coming from overseas and going directly into a Non-Temporary Storage (NTS) facility for long term storage (1 year) due to retirement.

2. When there's no other way to ship the property from origin to destination except by using the DPM mode. Majority of these shipments are going to DPM contracts at destination.

Question: Can you as the customer file an inconvenience claim on both modes of transportation?

DPS: Yes, you can under the Full Replacement Value (FRV). You can find information on FRV in "Move.Mil."

DPM: No, the company accountable to this shipment is the US Government. This move is via Military Sealift Command (MSC). This mode of shipping is not designed nor does it allow for the customer to file inconvenience claim.

NOTE: You must request release of your shipment out of DPM storage by calling the JPPSO-WA Call Center at (703) 806-0968 or visiting JPPSO-WA at 9325 Gunston Road 1466, Fort Belvoir, VA 22060.

If you have any question or need any assistance, you can visit JPPSO-WA Located at Bldg 1466, Gunston Road, Monday through Friday, from 0800 - 1630 hours daily except holidays, or call the JPPSO-WA Call Center at (703) 806-0968, or go to our website:

<http://www.belovir.army.mil/jppsowa>

Did you know?

16 February 2012

The Transportation Service Provider (TSP) is responsible for the removal of all empty carrier-provided containers, packing material and other debris accumulated during the move at the time of delivery to the residence?

What does this mean to you?

On a one-time basis all barrels, boxes, cartons, and/or crates will be unpacked and the contents will be placed in a room designated by the customer. This includes the placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the member/employee, but does not include arranging the articles in a manner desired by the member/employee. The unpacking service and removal of debris will be performed to the member's/employee's satisfaction at the time the goods are delivered to the residence unless specifically waived in writing by the member/employee. If unpacking is waived, the Transportation Service Provider (TSP) is not required to return later to unpack or remove debris. Please contact or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance; or you can contact our office at the following website for assistance and guidance: <http://www.belovir.army.mil/jppsowa>

Did you know?

2 February 2012

You should have your expensive and valuable items appraised prior to the move date of your Household Goods (HHG) Shipment?

What does this mean to you?

Have expensive and valuable items (e.g., artwork, collectibles, heirlooms) appraised. The Government does not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Attempt to locate original purchase receipts for your more expensive items and keep them separate from the rest of your shipment. Consider using a video camera or taking close-up pictures to record the condition of your furniture, working condition of your stereo, television and the actual appearance of your expensive and/or valuable items prior to the HHG pack/pickup dates. This could be beneficial in the event you must file a Loss/Damage Claim. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website for assistance and guidance: <http://www/belovir.army.mil/jppsowa>.

Did you know?

19 Jan 2012

That Boats 14 feet or less (canoe, skiff, scull, and kayak) can be transported with your household goods? Listed is the Methods of Shipping your Boat within CONUS Domestic and OCOUNS International.

a. Domestic

(1) Any boat (e.g., personal watercraft, jet ski) less than 14 feet long without a trailer, dinghies and sculls of any size may be shipped as HHG with your HHG shipment.

(2) Boats (e.g., personal watercraft, jet skis) 14 feet or longer, or less than 14 feet with a trailer, may be moved as a separate HHG shipment. Such moves are normally arranged by the TO.

(3) Personal Procured Move (PPM) includes hiring a commercial mover or sailing the boat yourself.

b. International

(1) Any boat (e.g., personal watercraft, Jet Ski) and/or trailer that fit into a standard overseas container and small boats such as canoes, kayaks and rowboats may be shipped with your HHG.

(2) Boats, personal watercraft etc., that do not fit into a standard overseas shipping container may be moved with the member's HHG but require separate rates to be solicited under the One-Time Only (OTO) program.

(3) PPM includes hiring a commercial mover or sailing the boat yourself.

What does this mean to you?

Your boat can arrive at the same time as your household goods shipment to your new address if authorized based on the size. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following

Did you know?

5 Jan 2012

The government will "Only" ship utility trailers of a single-axle with an overall length of no more than 12 feet (from rear to trailer hitch); with or without tilt beds and no wider than 8 feet (outside tire to outside tire) can be shipped as part of your Household Goods (HHG). Side rails or the body of the trailer must not be higher than

28 inches (unless detachable) and the ramp/gate for the utility trailer cannot be higher than 4 feet (unless detachable).

What does this mean to you?

Shipment of unauthorized HHG items defined in Appendix A of the JFTR must be transported separately from authorized HHG. You, not the TSP, must arrange shipment of unauthorized items. When non-HHG articles are disclosed, the member is financially responsible for all identifiable transportation costs for the articles. If the transportation cost of the articles cannot be established, the weight of the non-HHG article/s is excess weight per the JFTR. HHG shipments are subject to Quality Assurance inspections by the origin and/or the destination TOs to determine if all items shipped are authorized. Please contact or visit your nearest Personal Property Processing Office or Transportation Management Office at your location for assistance when; or you contact our office at the following website for assistance and guidance:
<http://www.belovir.army.mil/jppsowa>

Did you know?

8 Dec 2011

The movement of your household goods is unique to you, and your family.

What does this mean to you?

A good move depends on you getting involved, and the more you know the better prepared you are. Your move does not end with the delivery of your household goods. A wealth of information pertaining to your responsibilities, and the responsibilities of your movers are available online. Please visit www.move.mil and click the DOD CUSTOMER tab to access the "It's your Move Pamphlet". Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website:
<http://www.belovir.army.mil/jppsowa>

Did you know?

28 Nov 2011

If you are entitled to ship household goods on your official orders, you are entitled Professional Books, Papers, and Equipment (PBP&E) or commonly called PRO-GEAR.

What does this mean to you?

The following processes below if adhered to, will eliminate the problem in having indebtedness to the Government due to overweight.

For Military Personnel: During your counseling at origin, you must declare your professional gear, and during packing, these items must be identified on your Descriptive Inventory Sheets. The carrier will enter the weight of each pro-gear item. The PRO-GEAR weight will not be counted towards your authorized weight (will be deducted from your shipment net weight).

For DoD Civilian Personnel:

a. Before shipment occurs, the employee must furnish an itemized inventory of PBP&E for review by an official designated by the authorizing/order-issuing command.

b. The employee must furnish appropriate evidence (as determined by the authorizing/order-issuing command) that transporting the itemized materials as part of the HHG results in a weight in an excess weight situation.

c. An appropriate official designated by the authorizing/order-issuing command at the new PDS, must review and certify that the itemized PBP&E, are necessary for the proper performance of the employee's duties at the new PDS, and that if these items are not transported to the new PDS, the same or similar items would have to be obtained (at Government expense) for the employee's use at the new PDS.

If there is any question concerning items not covered on the definitions of PBP&E per the Defense Transportation Regulation (DTR), definition 182 (Member) and 183 (Spouse), we recommend to the member to send an inquiry or request through the Secretarial Process for each service for their approvals or disapprovals. In addition, if a member requests PBP&E for the spouse, as explained under the provisions of the JFTR, Chapter 5, paragraph U5310 C 2, states, "The Secretarial Process for each service may authorize an additional weight allowance NTE 500 Lbs. for PBP&E (APP A) that belongs to the member's spouse when on a PCS."

If you have any questions or need any assistance, you can visit JPPSOWA Located at Bldg 1466, Gunston Road, Monday through Friday, from 0800-1630 hours daily except holidays, or call the JPPSO-WA Call Center at (703) 806-0968, or go to our website: <http://www/belovir.army.mil/jppsowa>

Did you know?

10 Nov 2011

If you just arrived in the National Capital Region and moving in into a Base/Post Housing, here are few "HINTS" to avoid any liability for additional cost due to continuous storage of household goods.

What does this mean to you?

To avoid liability for additional days of storage of your Household Goods, the following information is provided:

During the delivery of your household goods to your base/post housing, IF, your HHG will not fit in your Quarters, before you send the remainder of your HHG back to the agent's warehouse, you must contact your Base/Post Housing Office right away and let them aware of the situation. Their office is the only one that can authorize you a continuous storage. If approved, they will provide you a "Memorandum" to authorize you Non-Temporary Storage for the remainder of your HHG. The memorandum will also include a "Line of Accounting (LOA)" to pay for the continuous storage. Once you received this memorandum, you must submit it to JPPSOWA, Inbound Division for our office to process the remainder of your HHG into NTS.

NOTE: If you do not have the memorandum to justify the authorization for NTS, you the customer, will be liable for the additional cost from the day your shipment is placed back into storage until the day your property is to be released (based on your

request).

If you have any questions or need any assistance, you can visit JPPSO-WA Located at Bldg 1466, Gunston Road, Monday through Friday, from 0800 - 1630 hours daily except holidays, or call the JPPSO-WA Call Center at (703) 806-0968, or go to our website: <http://www/belovir.army.mil/jppsowa>.

Did you know?

27 Oct 2011

The Joint Personal Property Shipping Office - Washington Area (JPPSOWA) operation in the Welcome Center for In/Out Processing has changed to only Monday, Wednesday, and Friday to assist military personnel and their family members concerning transportation of their personal property (Household Goods/Unaccompanied Baggage).

What this means to you?

This information is provided in order to help you manage your time. A JPPSOWA representative will only be available to assist you at the Fort Belvoir Welcome Center on Monday, Wednesday, and Friday from 0730 to 1600 hours except holidays. However, customers (military and DoD civilian personnel) are not limited to the services of the JPPSOWA Located at Bldg1466, Gunston Road, Monday through Friday, from 0800 - 1630 hours daily except holidays. Customers may also call the JPPSOWA Call Center at (703) 806-0968 for assistance. If you have any further question concerning your personal property, please do not hesitate to contact or visit the nearest PPPO/TMO at your location, or contact our office at the website: <http://www/belovir.army.mil/jppsowa> by dialing (703) 806-0968.

Did you know?

13 Oct 2011

If you processed your shipment in DPS and later are notified by your TSP that your shipment will be late and will not meet the planned delivery date, you can file an inconvenience claim directly with the TSP.

What this means to you?

Once you received the information on your shipment's late arrival, you can contact the TSP Claims Department to let them know that you are filing an inconvenience claim. Important! If you need help, you can call JPPSOWA at (703) 806-0968 for assistance. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www./belvoir.army.mil/jppsowa>

Did you know?

29 Sep 2011

After your shipment is picked up from the origin (CONUS/OCONUS), it is your responsibility to contact the Transportation Service Provider (TSP) to check on your shipment?

What this means to you?

It is very important that you keep the TSP contact information for your use in order to check the status of your shipment upon your arrival in the National Capital Region. If you lose the information, you can contact JPPSOWA at (703) 806-0968 to acquire the TSP contact number. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belvoir.army.mil/jppsowa>.

Did you know?

15 Sep 2011

The member has a say in which moving companies the DOD will use more or less frequently? The Customer Satisfaction Survey you receive after completing a household goods move is a crucial component of the Personal Property Program.

What this means to you?

You will have the opportunity to rate the service you received from the Original Personal Property Office, the Transportation Service Provider (TSP--your mover) and the Destination Personal Property Office. The survey consists of 12 questions. The Military Surface Deployment and Distribution Command is using the new Defense Personal Property Program (DP3) which is a customer focused, streamlined program that continuously assesses customer satisfaction. The TSP is rated on a Best Value Score methodology. All TSPs are re-scored multiple times per year, so your evaluation will have an immediate impact on how many shipments your company will be awarded throughout the year. Your survey accounts for 50% of the Best Value Score. The results are also provided to the TSP for their quality control efforts. Your participation in the survey helps ensure that the quality of service will increase as TSPs strive to improve their scores based on customer surveys. You are encouraged to complete your survey within 7 days of your delivery. If your survey has not been completed within 7 days you will receive e-mail reminders at 7, 14 and 21 days after delivery. For more information on the CSS and other valuable moving information visit www.move.mil or www.sddc.army.mil or contact your Personal Property office.

Did you know?

1 Sep 2011

If your shipment misses the scheduled agreed upon Pickup Date or the Required Delivery Date (RDD) as a result of the movers negligence, you can file an Inconvenience Claim against the movers.

What this means to you?

An Inconvenience Claim covers any out-of-pocket expenses the member incurs due to the Late pick up or delivery of their shipment. Expenses such as Lodging, food, and rental items are included. Contact your transportation office for further information or assistance. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your Location, or contact our office at the following website: <http://www.belvoir.army.mil/jppsowa>.

Did you know?

18 Aug 2011

If your shipment is processed in DPS, and your shipment is in Storage-In-Transit (SIT) or Temporary Storage and you do not request an extension on or before the SIT expiration, you are liable for the additional unauthorized SIT days 1 day past the expiration date.

What this means to you?

This means your shipment will become the property of the warehouse and they may auction your property to recoup their loss of payment. Therefore, you must assure to request extension of your SIT if you are not yet ready to receive your property. Authority: Military, JFTR PAR U5375, Civilian, JTR par C8605; DTR Chap 406. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>.

Did you know?

4 Aug 2011

During delivery of your shipment and in the case your entire shipment does not fit in the house, you must contact the JPPSOWA Inbound Division immediately for authorization before the delivering agent takes the remainder of your shipment back to their warehouse.

What this means to you?

Important information! If the agent takes your shipment back without further authorization from the JPPSOWA or Housing, you, the member will be liable for the handling fee and additional storage cost. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>.

Did you know?

25 Jul 2011

If you DO NOT update your contact information in DPS upon your arrival at your new destination, i.e. telephone number, email address, that you might miss a call from your Transportation Service because they called an erroneous telephone number.

What this means to you?

It is very important that you update the contact information in DPS immediately to assure the TSP can contact you once your shipment arrives at its destination, for faster delivery of your shipment assuming you already have a delivery address. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>.

Did you know?

8 Jul 2011

If you currently have a household goods placed in Storage-In-Transit (SIT) or commonly called "temporary storage," and just received deployment orders prior to you acquiring a home, you can request to have your SIT converted into Non-Temporary Storage (NTS) or commonly called "long term storage."

What does this mean to you?

1. You must report to the Installation Transportation Office or Personal Property Processing Office nearest you to request the conversion of your SIT to NTS.
 2. You must submit a copy of your deployment orders.
 3. Your household goods will be stored in a NTS facility for the period of your deployment, however, you must contact the JPPSOWA, NTS Branch to advise of your return.
 4. You have 90 days of additional storage upon your return and must have your household goods delivered to you. One day past the 90 days storage expiration date, the additional unauthorized days will be your liability.
- Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>

Did you know?

23 Jun 2011

Service members and DOD civilians who complete a Permanent Change of Station (PCS) move have the opportunity to complete a web based customer satisfaction survey to score the performance and quality of their movers.

What does this mean to you?

Carrier's performance is rated, if too many unsatisfactory reports are reported to the SDDC, the carrier will be removed from the program. You as the service member are the voice of the Government. When completing the survey, be honest and fair. Please contact your Transportation Officer for additional information. You may also visit our website at <http://www.belvoir.army.mil/jppsowa>.

Did you know?

10 Jun 2011

Members are authorized to ship Unaccompanied Baggage (UB) by parcel post, air mail, military official mail, surface mail, or small package service?

What does this mean to you?

The member can mail items that will be needed immediately upon arrival at his next duty station vice scheduling and waiting for a carrier to pick up these items. The weight of these items will be charged against your HHG/UB weight allowance. Key point to remember is you will only be reimbursed what it would actually cost the government to move these items. The weight of the packages must be listed on your receipt and be presented when filing your claim for reimbursement. Following these steps will expedite your reimbursement process. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your Location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>

Did you know?

26 May 2011

Navy Personnel are no longer using SMARTWeb to create shipment applications for the movement of personal property shipments.

What does this mean to you?

If you are moving personal property under Navy orders, you must use the Defense Personal Property System (DPS) to create your shipment application. SMARTWebMove is no longer operational for the movement of personal property. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website:
<http://www.belvoir.army.mil/jppsowa>.

Did you know?

12 May 2011

If you are having problems logging in to the Defense Personal Property Systems (DPS), there are some steps you must follow before logging into the system that will allow you access to the DPS website.

What does this mean to you?

If you are unable to log into DPS, please ensure you have turned off your pop-up blocker in Internet Explorer. Go to the Tools menu and select "Turn off Pop-up Blocker." You can also check if the system is down due to outages or maintenance by checking the DPS status dashboard at www.move.mil. It is located at the very top of the page. If you continue to have trouble, please contact the DPS help desk at (800) 462-2176 (option 5) or sddc.safb.dpshd@us.army.mil.

Did you know?

3 May 2011

The Personally Procured Move (PPM) Program provides members with an alternative to moving their Personal Property?

What does this mean to you?

You maintain access of your Household Goods before, during and upon completion of the move which eliminates the frustrations of having to wait on the carrier for pickup at origin and delivery at destination. You may want to purchase insurance for the PPM as the government will only assist with loss or damage caused by acts of nature (tornado, hurricane, blizzard, etc.). You must attend a short briefing by your Transportation Office and documentation must be completed prior to your move. Please visit our website at www.belvoir.army.mil/jppsowa or contact your local TO for additional information.

Did you know?

18 Apr 2011

Members and their spouses can claim Professional Books Papers and Equipment (PBP&E) or commonly called "PRO GEAR" in a member's possession needed for the performance of official duties at the next or at a later destination?

What does this mean to you?

A member is authorized PBP&E transportation when that member declares and certifies PBP&E as necessary for official duty. In addition, each Service may authorize a member's spouse an additional weight allowance NTE 500 pounds for PBP&E. PBP&E for a member's dependent spouse is defined in appendix A of the JFTR as HHG in a spouse's possession needed for the member's spouse employment or community support activities at the next or a later

destination. PBP&E must be annotated on the origin inventory in order to receive this credit at destination. Please contact your Local TO for additional information.

Did you know?

31 Mar 2011

When shipping unaccompanied baggage (UB) to certain locations overseas it can only be moved via Military Aircraft and if your shipment is delayed while in the possession of the government, you as the customer are not entitled to file an inconvenience claim against the TSP or the government for the shipment arriving after the required delivery date (RDD).

What does this mean to you?

Ask your outbound counselor if they are aware of any advisories at overseas locations with potential delays in receiving UB by the scheduled delivery date. It is also highly recommended that once you arrive at your new duty station, to check in with the destination TO, so they can initiate a tracer action if your UB shipment has exceeded the RDD.

As the customer, you can ship parts of your UB by parcel post, air mail, or small package service to ensure those essential items are there upon your arrival. Please contact your Local TO for additional information on how to properly claim and or ship your property by parcel post, air mail, or small package service.

Did you know?

18 Mar 2011

You can download the "It's your Move Pamphlet" at www.move.mil <<http://www.move.mil>>

What does this mean to you?

This attachment has been prepared to help you understand your allowances and responsibilities concerning the shipment and or storage of Household Goods (HHG) and/or Unaccompanied Baggage (UB). It is also intended to help you understand your allowances and responsibilities in the event you have to file a claim for loss and/or damage. You can access this pamphlet by clicking the "DOD CUSTOMER" tab at the top of the screen. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>.

Did you know?

9 Mar 2011

There are certain Army personnel who may "NOT" use the Defense Personal Property System (DPS) to perform self counseling according to Army policy?

What does this mean to you?

If you are an Army member and fall into one of the below categories when making a personal property move, you should contact your local transportation office to initiate your move and receive transportation counseling. You would have to sit with a counselor and have the counselor perform counseling and enter your shipment information into the appropriate transportation system. Army personnel in the following categories may not use the "Self-Counseling" module in DPS:

- If this is your first personal property move.
- If you are retiring or separating.

- If you are storing personal property in conjunction with a contingency.
 - If you are storing or moving personal property in conjunction with a designated location move for your dependents to an OCONUS or Non-foreign OCONUS location.
 - If you are not the property owner and using a Power of Attorney.
 - If you are moving personal property as "next of kin" or are a Summary Courts Officer.
- You will still need to register for a DPS account so you can track your shipment(s), submit claim(s) if necessary, and complete the customer satisfaction survey(s).

Did you know?

16 Feb 2011

When you receive orders, you would use the www.move.mil website to start the process for the movement of your personal property. Move.mil is not the new Defense Personal Property System (DPS); it is a portal used to request a password and provides users access to log into DPS. Move.mil is also a source of reference information for DOD Service Members/Civilians who are moving either stateside or overseas.

What does this mean to you?

The www.move.mil website will be a one stop shop for most of your personal property needs. It is very important that you become familiar with this website. It will ease the movement process and give you the tools and information you would need to make your move a successful one. Here are some of the features: You can register for an account, login into the DPS system, check when DPS is fully operational, reference all of the "How to Guides" from getting started to filing your claim. You can also use move.mil to locate weight scales and Personal Property Offices. There is a lot of useful information at your fingertips with www.move.mil.

Did you know?

3 Feb 2011

You can stay within your weight allowances prior to shipping?

What does this mean to you?

An easy and usually dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms), then add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc. An optional and more accurate method is to use the On-Line Weight estimator located at: <http://www.move.mil>; then click on the DOD Customer tab. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>. Your local Transportation Officer maybe contacted for additional information.

Did you know?

20 Jan 2011

You can ship a Privately Owned Vehicle (POV) stateside as long as you have an official doctor's statement?

What does this mean to you?

If you have a medical condition that prohibits you from driving then you can ship your Privately Owned Vehicle at the government's expense. Certain restrictions may apply. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at Your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>. Your local Transportation Officer maybe contacted for additional information.

Did you know?

7 Jan 2011

There are items that may be stored in your Privately Owned vehicle (POV) when you ship it?

What does this mean to you?

This means you can ship emergency equipment and other like items - those items include:

- Tools, not to exceed \$200 in value
- Items such as jacks tire irons, tire chains, fire extinguishers, nonflammable tire Inflators, first aid kits, jumper cables, and warning triangle/trouble lights
- One spare tire and two snow tires with wheels (either mounted or un-mounted)
- Portable cribs, children's car seats, and strollers
- Luggage racks and supports
- Small items such as thermos bottles, bottle warmers, and car cushions if they can be packed entirely within one 24" x 16" x 16" carton provided by the Vehicle Processing Center (VPC); if your POV is going to be containerized at the port, these articles may be placed in the trunk without a carton. Factory or non-factory stereo, speakers and audio/Video equipment in POV or trunk must be bolted down or permanently fixed as part of the POV
- Catalytic converters, catalyst components (pellets), oxygen sensors, or pipe segments used to replace converters in overseas areas.

Did you know?

9 Dec 2010

The Personally Procured Move (PPM) Program provides members with an alternative to moving their personal property?

What does this mean to you?

Maintain access to your household goods before, during and upon completion of the move which eliminates the frustrations of having to wait on the carrier for pickup at origin and delivery at your destination. You may want to purchase insurance for the PPM as the government will only assist with loss or damage caused by acts of nature (tornado, hurricane, blizzard, etc.). Prior to your move, you will be required to attend a short briefing with your Transportation Office and all documentation must be complete prior to your actual move. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>. Your Local Transportation Officer may be contacted for additional information.

Did you know?

28 Oct 2010

It is the customer's responsibility to remove personal property from their attics, crawl spaces or similar storage areas within the residence?

You can avoid a potential delay in the pickup or delivery of your personal property shipment by moving your personal property out of those restrictive areas. Department of Defense regulations do not require moving company personnel to move furniture in or out of areas that:

- *Are not accessible by a permanent stairway
- *Are not adequately lighted
- *Do not have a finished/solid floor
- *Do not allow a person to stand

Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>. Please contact your local Transportation

Officer for additional information

Did you know?

14 Oct 2010

You may observe the reweighing of your household goods?

What does this mean to you?

As the customer, you may act as your own Quality Control Inspector to obtain the weight of your household goods property at the shipment destination. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website:
<http://www.belovir.army.mil/jppsowa>.

Did you know?

1 Oct 2010

After your personal property move, you have 9 months to file a claim for full replacement value of your property.

What does this mean to you?

Submission of DD-Form 1840R does not satisfy the requirement in the claims filing process for full replacement value of your property. A written statement describing each item, the amount paid for each item and whether or not the item was lost or damaged must be submitted within 9 months after your move to ensure full replacement value of your property. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>.

Did you know?

16 Sep 2010

If the moving company fails to execute your pickup or delivery at the scheduled time, you may file an Inconvenience Claim against the company?

What does this mean to you?

An Inconvenience Claim covers out-of-pocket expenses incurred by the customer as a result of a failed pick up or delivery of your shipment. Incidentals such as lodging, food, and rentals are reimbursable expenses. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www.belovir.army.mil/jppsowa>

Did you know?

3 Sep 2010

Custom made special crates for your mirrors, paintings, glass, marble tops or similar items should be kept and stored for future PCS moves?

What does this mean to you?

The JFTR says: Services provided for shipment or storage of such items is limited to those provided under carrier's tariffs or contractual provisions. Nothing in the Law (Title 37, United States Code) or implementing directives provides that the government furnishes extraordinary or special services when shipping expensive and valuable items. If a member requests exceptional packing and crating services, the member is responsible for all costs

for those services. If the government authorizes a onetime entitlement for a custom made crate to secure your fragile items, it must be retained for future PCS moves to prevent out of pocket expense. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your Location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>.

Did you know?

11 Aug 2010

As a Service Member or civilian personnel, when you are deployed, on temporary duty for more than 20 weeks or executing an OCONUS permanent change of station, it is your responsibility to ensure that you provide the Long-Term Storage personnel with the name, address, telephone number and an email address of a Point of Contact (POC) other than yourself, who is in the United States.

What does this mean to you?

By providing an alternate POC, the Transportation Office has the ability to correspond with that individual keeping them informed of all updates and/or status changes i.e., storage expiration or final disposition of your household goods. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>.

Did you know?

22 Jul 2010

It is the Transportation Service Provider's (TSP) responsibility to pickup and deliver Personal Property shipments on the dates agreed upon by you, the customer.

What does this mean to you?

An inconvenience claim may be filed for reasonable out-of-pocket expenses caused by the TSP's failure to act according to the dates agreed upon for your origin or destination shipments. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>

Did you know?

8 Jul 2010

The Joint Personal Property Shipping Office - Washington Area (JPPSOWA) has recently expanded customer service support, with a transportation representative manning a desk at the recently opened, Fort Belvoir Welcome Center. A JPPSOWA representative will be available to assist you Monday thru Friday, from 0730 to 1600 hours except holidays. Customers visiting the Fort Belvoir Welcome Center will have access to the Defense Personal Property System (DPS) to coordinate their individual move or update information already in the system. If you have unique entitlement issues to discuss, the JPPSOWA main office at building 1466 is always available to answer any additional questions concerning your move. Please do not hesitate to visit the nearest Personal Property Processing Office or Transportation Management Office at your location, or contact our office at the following website: <http://www/belovir.army.mil/jppsowa>

Did you know?

24 Jun 2010

With the peak season upon us Outbound (July-August), Inbound (July-September) and with

the implementation of the new Defense Personal Property Program (DPS) system, the government is no longer the primary agent on behalf of the customer.

What does this mean to you?

DPS is designed to get you, the customer directly involved with the Transportation Service Provider (TSP) concerning your move. You can communicate directly with your TSP to change your own pack and pick up dates, update your delivery address and schedule your own delivery with the TSP (keep the TSP POC phone numbers with you during your move). With all the changes, if you have issues with your move don't hesitate to contact either your local TMO or the JPPSOWA at the below web address. Please remain flexible, patient and proactive. Considering the heavy phone call volume you also have the option to send us an email from our website at <http://www.belvoir.army.mil/jppsowa>

Did you know?

15 Jun 2010

Service members and DOD civilians who complete a Permanent Change of Station (PCS) move must acknowledge prior to shipment, in writing, their responsibility to complete the Customer Satisfaction Survey after each personal property move.

What does this mean to you?

All Personal Property counselors must ensure the member/employee notates the following statement in Block 8 of the DD Form 1797, Personal Property Counseling Checklist: "I understand that I am required to complete the DPS Customer Satisfaction Survey (CSS) upon completion of my shipment. Failure to do so may result in the member's/employee's Service or Agency being notified". Please contact your local Transportation Office (TO) for additional information.

Did you know?

18 May 2010

It is best that you do not change your Household Goods (HHG) pick up dates unless it is absolutely necessary (i.e. change in report no later than date, illness, family emergency, etc.).

What does this mean to you?

Changing your pickup date, especially during the summer months, can mean a lengthy delay in getting your personal property move rescheduled. Please contact your local Transportation Officer Office (TO) and/or your Transportation Service Provider (TSP) immediately if you determine rescheduling your shipping date is necessary. You may also visit our website at <http://www.belvoir.army.mil/jppsowa> for additional information regarding your personal property move.

Did you know?

3 May 2010

An alternate receiving agent, i.e., spouse, friend, or co-worker should be named on the DD-Form 1299 to avoid possible delays in receiving your shipment.

What does this mean to you?

If an alternate receiving agent is not listed, or if a Power Of Attorney is not appointed, the carrier could refuse pickup and/or delivery of the household goods until the member is contacted. As the Service Member, you may incur expenses related

to the delay. Please contact your Local Transportation Officer or visit our website at <http://www.belvoir.army.mil/jppsowa> for additional information regarding your personal property move.

Did you know?

1 Apr 2010

The movement of your household goods is unique to you, and your family.

What does this mean to you?

A good move depends on you getting involved, and the more you know the better prepared you are. Your move does not end with the delivery of your household goods. A wealth of information pertaining to your responsibilities, and those of your movers are available online. To access the "It's your move pamphlet" on line, go to www.move.mil and click on the DOD CUSTOMER tab to obtain that information. Please consider visiting our parent website at <http://www.belvoir.army.mil/jppsowa> prior to arranging your move. You may also contact your Local Transportation Officer for additional Information regarding for your personal property move.

Did you know?

18 Mar 2010

The Personally Procured Move Program provides members with an alternative to moving their Personal Property?

What does this mean to you?

You maintain access to your Household Goods before, during and upon completion of the move which eliminates the frustrations of having to wait on the carrier for pickup at origin and delivery at destination. You may want to purchase insurance for the move as the government will only assist with Loss or damage caused by acts of nature (tornado, hurricane, blizzard, etc.) Documentation must be completed and you must attend a short briefing by your Transportation Office (TO) prior to your move. Please visit our website at www.belvoir.army.mil/jppsowa or contact your Local TO for additional information regarding the personally Procured Move Program.

Did you know?

18 Mar 2010

Members are authorized to ship Unaccompanied Baggage (UB) by parcel post, air mail, military official mail, surface mail, or small package service?

What this means to you?

The member can mail items that will be needed immediately upon arrival at his/her next duty station instead of scheduling and waiting for a carrier to pick them up. The weight of these items will be charged against your House Hold Goods and UB weight allowance. The key point to remember is that you will only be reimbursed the amount it would actually cost the government to move these items. The weight of the packages must be listed on your receipt and be presented when filing your claim for reimbursement. If you follow these steps, it will expedite your reimbursement process. Please visit our website at www.belvoir.army.mil/jppsowa or contact your local Transportation Officer for additional information.

Did you know?

19 Feb 2010

You can visit any transportation office (TO) for assistance regarding your personal property shipment move as long as you have a valid copy of your orders with you?
What does this mean to you?

It means that in the event you or your dependent are outside of your origin Transportation Office or perhaps on TDY/TAD, you can still take care of any transportation needs as long as you have a valid copy of official orders with you. Although, your origin TO will be your point of contact to ask questions or address concerns about your personal property move

Did you know?

19 Feb 2010

You can visit any transportation office (TO) for assistance regarding your personal property shipment move as long as you have a valid copy of your orders with you?

What does this mean to you?

It means that in the event you or your dependent are outside of your origin Transportation Office or perhaps on TDY/TAD, you can still take care of any transportation needs as long as you have a valid copy of official orders with you. Although, your origin TO will be your point of contact to ask questions or address concerns about your personal property move.

Did you know?

19 May 2010

It is best that you do not change your Household Goods (HHG) pick up dates unless it is absolutely necessary (i.e. change in report no later than date, illness, family emergency, etc.).

What does this mean to you?

Changing your pickup date, especially during the summer months, can mean a lengthy delay in getting your personal property move rescheduled. Please contact your Local Transportation Officer Office (TO) and/or your Transportation Service Provider (TSP) immediately if you determine rescheduling your shipping date is necessary. You may also visit our website at http://www.belvoir.army.mil/jppsowa_ for additional information regarding your personal property move

Did you know?

22 Apr 2010

Members and their spouses can claim Professional Books Papers and Equipment (PBP&E) or commonly called "PRO GEAR" in a member's possession needed for the performance of official duties at the next or at a later destination?

What does this mean to you?

A member is authorized PBP&E transportation, when that member declares and certifies PBP&E as necessary for official duty. In addition, each Service may authorize a member's spouse an additional weight allowance NTE 500 pounds for PBP&E. PBP&E for a member's dependent spouse is defined in appendix a of the JFTR as HHG in a spouse's possession needed for the member's spouse employment or community support activities at the next or a later destination. PBP&E must be annotated on origin inventory in order to receive this credit at destination. Please contact your local TO for additional information.