

R 031511Z Apr 15
MARADMIN 178/15
MSGID/GENADMIN/CMC WASHINGTON DC L//
SUBJ/2015 PEAK MOVING SEASON PREPARATIONS//
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BRIAN.IMLER@USMC.MIL//

GENTEXT/REMARKS/1. THE PURPOSE OF THIS MARADMIN IS TO GIVE MARINES, CIVILIAN MARINES, AND THEIR FAMILIES INFORMATION TO SUCCESSFULLY SHIP AND OR STORE THEIR HOUSEHOLD GOODS (HHG), UNACCOMPANIED BAGGAGE (UB), OR PRIVATELY OWNED VEHICLES (POVS) DURING THE 2015 PEAK MOVING SEASON, MAY-SEP 2015.

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2.A. HOUSEHOLD GOODS. DOD IS 25 PERCENT OF THE NATIONAL HHG MARKET AND 158,737 TOTAL SHIPMENTS WERE PROCESSED DURING LAST YEAR'S PEAK SEASON. IT IS ANTICIPATED THAT IMPROVING NATIONAL ECONOMIC CONDITIONS IN 2015 WILL INCREASE PRIVATE INDUSTRY COMPETITION FOR TRANSPORTATION SERVICE PROVIDERS (TSP)/MOVING COMPANIES SERVICING DOD MEMBERS THIS SUMMER. TO RECEIVE BETTER AND TIMELY SERVICE, MARINES, CIVILIAN MARINES, AND THEIR FAMILIES EXECUTING PCS/RELOCATION ORDERS DURING THE PEAK MOVING SEASON ARE ENCOURAGED TO IMMEDIATELY PROCEED TO THEIR LOCAL DISTRIBUTION MANAGEMENT OFFICE/PERSONAL PROPERTY OFFICE (DMO/PPO). THE FASTER MARINES PLAN THEIR MOVE, THE MORE LIKELY THEY WILL GET THEIR REQUESTED MOVE DATES AND COMPLETE A SUCCESSFUL MOVE.

2.B. PRIVATELY OWNED VEHICLES. SIGNIFICANT DELAYS WERE ENCOUNTERED IN 2014 INVOLVING THE SHIPMENT OF POVVS. THIS WAS A RESULT OF A NEW GOVERNMENT CONTRACTOR FAILING TO MEET REQUIRED DELIVERY DATES. SINCE THAT TIME, THE CONTRACTOR HAS SIGNIFICANTLY IMPROVED THEIR PERFORMANCE. TO PREPARE FOR THE 2015 PEAK SEASON, THE COMMANDER, UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM), MET WITH THE CONTRACTOR TO REVIEW THE 2015 PEAK SEASON POV PLAN. ALL INDICATIONS ARE THAT THE CONTRACTOR WILL BE ABLE TO MEET CONTRACTED REQUIREMENTS FOR THE 2015 PEAK SEASON.

3. RESOURCES FOR MOVERS. A MOVE IS A CHALLENGING EVENT. IT IS IMPORTANT THAT MARINES KNOW THEIR ENTITLEMENTS, RESPONSIBILITIES, AND BE ENGAGED WITH THE LOCAL DMO/PPO, THE ASSIGNED TSP, AND THE DESTINATION DMO/PPO THROUGHOUT THE MOVING PROCESS. THERE ARE SEVERAL INFORMATION RESOURCES AVAILABLE TO MARINES SUCH AS LOCAL "PCS SMOOTH MOVE" OR COMMAND-SPONSORED PCS WORKSHOPS, AND INFORMATION PUBLISHED AT WWW.MOVE.MIL OR THE LOGISTICS DISTRIBUTION POLICY (LPD) WEBSITE AT HTTP:SLASH SLASH WWW.IANDL.MARINES.MIL/DIVISIONS/LOGISTICSPLANSPOLICIESSTRATEGICMOBILITY(LP)/LOGISTICSDISTRIBUTIONPOLICYBRANCH/LPDLIBRARY/RESOURCESFORPCS.ASPX. IT IS IMPORTANT FOR MARINES TO BE INFORMED AND PROACTIVE ADVOCATES OF THEIR MOVE.

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CONDUCT THE MOVE. DPS IS THE DOD ONE-STOP SOURCE FOR MANAGING PERSONAL PROPERTY MOVES. IT PROVIDES CONVENIENT 24/7 ACCESS TO PERSONAL PROPERTY SHIPMENT INFORMATION AND IS AN ELECTRONIC CONDUIT FOR A DIRECT RELATIONSHIP BETWEEN DOD MOVERS, DMO/PPO OFFICES, AND THE TSP'S. DPS IS USED TO CERTIFY COUNSELING, SET UP THE MOVE, TRACK AND MANAGE SHIPMENT(S), FILE CLAIMS, AND COMPLETE CUSTOMER SURVEYS ON TSP PERFORMANCE. INSTRUCTIONS ON HOW TO CREATE A DPS ACCOUNT ARE LOCATED AT WWW.MOVE.MIL, AND THEN CLICK ON "FIRST TIME DPS USERS CLICK HERE." FOR FURTHER ASSISTANCE, CONTACT THE LOCAL BASE OR STATION DMO/PPO OR THE 24/7 HELPDESK TOLL FREE AT 1-800-462-2176, COMMERCIAL 618-589-9445 OR BY EMAIL AT USARMY.SCOTT.SDDC.MBX.G6-SRC-DPS-HD@MAIL.MIL. SOME MARINE CORPS DMO/PPO OFFICES HAVE COMPUTER SUITES AVAILABLE TO MARINES TO USE DPS.

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5.A. AFTER ESTABLISHING A DPS ACCOUNT, MARINES MUST COMPLETE SELF-COUNSELING IN DPS. HOWEVER, IT IS RECOMMENDED THAT MARINES THOROUGHLY REVIEW THE "BEFORE YOU MOVE" SECTION OF WWW.MOVE.MIL. THE "BEFORE YOU MOVE" SECTION HAS MOVING GUIDES (MILITARY AND CIVILIAN), INFORMATION ON ENTITLEMENTS, WEIGHT ALLOWANCES, POV SHIPMENT AND STORAGE, MOBILE HOMES, FIREARMS, AND OTHER USEFUL MOVING TIPS AND TOOLS. THE INFORMATION WILL ASSIST MARINES TO BETTER UNDERSTAND SELF-COUNSELING IN DPS. IT IS IMPORTANT TO COMPLETE SELF-COUNSELING IN ITS ENTIRETY BECAUSE ENTITLEMENTS AND ALLOWANCES CHANGE AND MARINES MUST CERTIFY THAT THEY UNDERSTAND THEM. MARINES ARE RESPONSIBLE FOR KNOWING AND STAYING WITHIN ENTITLEMENT AND ALLOWANCE LIMITS, NOT THE DMO/PPO OR THE TSP. THE DMO/PPO CAN PROVIDE COUNSEL, BUT MARINES ARE ULTIMATELY ACCOUNTABLE FOR COSTS INCURRED DURING MOVES THAT ARE BEYOND THEIR ENTITLEMENTS AND ALLOWANCES. IT IS IMPORTANT THAT MARINES KNOW WHAT THE GOVERNMENT WILL AND WILL NOT DO BASED ON THEIR ENTITLEMENTS AND ALLOWANCES.

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8. MARINES SHOULD CONSIDER PERFORMING A PERSONALLY PROCURED MOVE (PPM), FORMERLY KNOWN AS A DITY MOVE. ELIGIBLE MARINES MAY BE PAID UP TO 95 PERCENT OF THE GOVERNMENT'S COST FOR PERFORMING A SIMILAR MOVE. A PPM OFFERS THE GREATEST

FLEXIBILITY WHEN PERFORMING AN ELIGIBLE MOVE. MARINES ARE REQUIRED TO PERFORM PPM SELF-COUNSELING WITHIN DPS OR AT THE LOCAL DMO/PPO, FILL OUT THE WEIGHT ESTIMATOR, AND PROVIDE THAT FORM TO THE COUNSELOR AND COMPLETE ALL OTHER DOCUMENTATION REQUIREMENTS. COMPLETING ALL DOCUMENTATION CORRECTLY AT THE BEGINNING OF THE MOVE IS IMPORTANT IN ORDER TO SPEED UP THE PROCESSING OF REIMBURSEMENTS AND VENDOR PAYMENTS UPON COMPLETION OF THE MOVE.

8.A. MARINES MAY BE ADVANCED UP TO 50 PERCENT OF THE COST THE GOVERNMENT WOULD HAVE PAID TO MOVE THE ESTIMATED WEIGHT. THE ADVANCED PAYMENT IS TO BE USED TO OFFSET ESTIMATED COSTS FOR RENTAL VEHICLES, EQUIPMENT, AND PACKING MATERIALS. IF USING ONLY A PRIVATELY OWNED VEHICLE (POV) WITH NO RENTAL TRAILER, MARINES WILL NOT QUALIFY FOR THE ADVANCE PAYMENT SINCE TRAVEL PAY MAY BE ADVANCED TO OFFSET THE COST OF OPERATING THE POV.

8.B. EVERY PPM SHIPMENT MAY BE INSPECTED AND COMPARED AGAINST THE WEIGHT ESTIMATOR TO ENSURE THE HHG'S ON THE ESTIMATOR ARE PRESENT AND ONLY AUTHORIZED HHG'S ARE MOVED.

8.C. PPM SETTLEMENT CLAIMS MAY BE TURNED IN TO THE NEAREST MARINE CORPS DMO/PPO, MAILED TO THE MARINE CORPS LOGISTICS COMMAND'S TRANSPORTATION VOUCHER CERTIFICATION BRANCH (TVCB), OR SCANNED AND EMAILED TO LOGCOM.TVCBCLAIMS@USMC.MIL. THE PREFERRED PROCESS IS TO HAVE PPM CLAIMS REVIEWED AND SUBMITTED BY A MARINE CORPS DMO/PPO OFFICE. THIS WILL PROVIDE PPM MOVERS AN EXTRA CHECK ON THE ACCURACY OF THEIR CLAIM AND ELECTRONIC FILING BY THE DMO/PPO OFFICE TO TVCB. INSTRUCTIONS TO FILE PPM CLAIMS CAN BE FOUND AT HTTP:SLASH SLASH WWW.LOGCOM.MARINES.MIL/CAPABILITIES/DITYMOVES.ASPX. CERTIFIED AND LEGIBLE EMPTY AND FULL WEIGHT TICKETS ARE REQUIRED TO COMPLETE THE REIMBURSEMENT CLAIM. THE 95 PERCENT INCENTIVE PAYMENTS MAY NOT BE AUTHORIZED WITHOUT THE NECESSARY/ACCURATE DOCUMENTATION. IMPROPER OR MISSING DOCUMENTATION IS THE NUMBER ONE CAUSE OF DELAY IN REIMBURSEMENTS.

9. CLAIMS.

9.A. IF THERE ARE ANY DAMAGES AND OR MISSING ITEMS NOTED DURING THE HOUSEHOLD GOODS SHIPMENT DELIVERY, ENSURE THE "AT DELIVERY" FORM IS FILLED OUT AND PRESENTED TO THE TSP. MARINES MUST ALSO FILL OUT THE "AFTER DELIVERY" FORM WITH ANY ADDITIONAL ITEMS DAMAGED OR MISSING AND PROVIDE IT TO THE TSP WITHIN 75 DAYS OF DELIVERY. THIS NOTIFICATION SHOULD BE COMPLETED IN DPS (PRIMARY), EMAILED WITH A READ RECEIPT, FAX WITH CONFIRMATION OF RECEIPT, OR SEND BY CERTIFIED MAIL.

9.B. CLAIMS MUST BE COMPLETED AND FILED IN DPS WITHIN NINE MONTHS OF THE DELIVERY DATE TO RECEIVE FULL REPLACEMENT VALUE FOR THOSE ITEMS MISSING OR DESTROYED. A SEPARATE CLAIM MUST BE FILED FOR EACH SHIPMENT (HOUSEHOLD GOODS, NONTEMPORARY STORAGE AND UNACCOMPANIED BAGGAGE, WHEN APPLICABLE). THE CLAIMS SUBMISSION PROCESS

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8.C. PPM SETTLEMENT CLAIMS MAY BE TURNED IN TO THE NEAREST MARINE CORPS DMO/PPO, MAILED TO THE MARINE CORPS LOGISTICS COMMAND'S TRANSPORTATION VOUCHER CERTIFICATION BRANCH (TVCB), OR SCANNED AND EMAILED TO LOGCOM.TVCBCLAIMS@USMC.MIL. THE PREFERRED PROCESS IS TO HAVE PPM CLAIMS REVIEWED AND SUBMITTED BY A MARINE CORPS DMO/PPO OFFICE. THIS WILL PROVIDE PPM MOVERS AN EXTRA CHECK ON THE ACCURACY OF THEIR CLAIM AND ELECTRONIC FILING BY THE DMO/PPO OFFICE TO TVCB. INSTRUCTIONS TO FILE PPM CLAIMS CAN BE FOUND AT HTTP:SLASH SLASH WWW.LOGCOM.MARINES.MIL/CAPABILITIES/DITYMOVES.ASPX. CERTIFIED AND LEGIBLE EMPTY AND FULL WEIGHT TICKETS ARE REQUIRED TO COMPLETE THE REIMBURSEMENT CLAIM. THE 95 PERCENT INCENTIVE PAYMENTS MAY NOT BE AUTHORIZED WITHOUT THE NECESSARY/ACCURATE DOCUMENTATION. IMPROPER OR MISSING DOCUMENTATION IS THE NUMBER ONE CAUSE OF DELAY IN REIMBURSEMENTS.

9. CLAIMS.

9.A. IF THERE ARE ANY DAMAGES AND OR MISSING ITEMS NOTED DURING THE HOUSEHOLD GOODS SHIPMENT DELIVERY, ENSURE THE "AT DELIVERY" FORM IS FILLED OUT AND PRESENTED TO THE TSP. MARINES MUST ALSO FILL OUT THE "AFTER DELIVERY" FORM WITH ANY ADDITIONAL ITEMS DAMAGED OR MISSING AND PROVIDE IT TO THE TSP WITHIN 75 DAYS OF DELIVERY. THIS NOTIFICATION SHOULD BE COMPLETED IN DPS (PRIMARY), EMAILED WITH A READ RECEIPT, FAX WITH CONFIRMATION OF RECEIPT, OR SEND BY CERTIFIED MAIL.

9.B. CLAIMS MUST BE COMPLETED AND FILED IN DPS WITHIN NINE MONTHS OF THE DELIVERY DATE TO RECEIVE FULL REPLACEMENT VALUE FOR THOSE ITEMS MISSING OR DESTROYED. A SEPARATE CLAIM MUST BE FILED FOR EACH SHIPMENT (HOUSEHOLD GOODS, NONTEMPORARY STORAGE AND UNACCOMPANIED BAGGAGE, WHEN APPLICABLE). THE CLAIMS SUBMISSION PROCESS

IN DPS CAN BE DIFFICULT TO USE, BUT A THOROUGH REVIEW OF THE INFORMATION ON WWW.MOVE.MIL WILL HELP NAVIGATE MARINES THROUGH THIS PROCESS. IF ADDITIONAL ASSISTANCE IS NEEDED, CONTACT THE LOCAL DMO/PPO. IN THE EVENT AN EQUITABLE SETTLEMENT ON THE CLAIM CANNOT BE REACHED THROUGH THE TSP, CONTACT THE MARINE CORPS CLAIMS OFFICE AT (703) 784-9533 FOR ADDITIONAL GUIDANCE.

10. IF HOUSEHOLD GOODS ARE NOT PICKED UP OR DELIVERED ON THE AGREED UPON DATES, MARINES MAY HAVE THE OPTION OF FILING AN INCONVENIENCE CLAIM WITH THE TSP FOR AUTHORIZED OUT OF POCKET EXPENSES. CONTACT THE LOCAL DMO/PPO FOR ADDITIONAL DETAILS.

11. AFTER THE HOUSEHOLD GOODS ARE DELIVERED, AN EMAIL WILL REMIND MARINES TO COMPLETE A SHORT 12 QUESTION CUSTOMER SATISFACTION SURVEY FOR EACH HHG SHIPMENT. COMPLETING EACH SURVEY IS EXTREMELY IMPORTANT SINCE THE RATINGS AND COMMENTS DETERMINE THE AMOUNT OF GOVERNMENT SHIPMENTS EACH TSP WILL RECEIVE AS A BEST VALUE PERFORMER. SURVEY RESULTS DIRECTLY CONTRIBUTE TOWARDS REWARDING TOP PERFORMERS AND ELIMINATING POOR PERFORMERS. COMMANDS ARE ENCOURAGED TO MAKE COMPLETION OF THE CUSTOMER SATISFACTION SURVEY A PART OF THEIR PCS CHECK-IN PROCESS. MARINES MUST MAKE THEIR VOICES HEARD; IT MAKES A DIFFERENCE.

12. MARINES SHOULD COORDINATE WITH THE NEAREST DMO/PPO TO SHIP OR STORE A POV. ONLY ONE POV MAY BE SHIPPED OR STORED TO/FROM/BETWEEN CONUS AND OCONUS PER THE INSTRUCTIONS LOCATED IN THE PERSONAL PROPERTY CONSIGNMENT INSTRUCTION GUIDE-ONLINE LOCATED WITHIN DPS. INFORMATION ON POV MOVES IS AVAILABLE AT WWW.MOVE.MIL AND WWW.PCSMYPOV.COM.

13. MARINES ARE ENCOURAGED TO CONSULT WITH THEIR DMO/PPO FOR ADDITIONAL COUNSELING ASSISTANCE WHEN NECESSARY AND TO PROVIDE CONSTRUCTIVE FEEDBACK THAT CAN BE RELAYED THROUGH THIS HEADQUARTERS TO THE COMMANDER, UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM). USTRANSCOM IS THE OWNER OF THE DEFENSE (DOD) PERSONAL PROPERTY PROGRAM AND STRIVES FOR CONTINUOUS IMPROVEMENT TO THE PROGRAM.

14. PLANNING, PREPARATION, FLEXIBILITY, AND COMMUNICATION ARE THE KEYS TO EXECUTING A SUCCESSFUL PEAK SEASON HHG MOVE. MARINES SHOULD CONTACT THE LOCAL DMO/PPO FOR ADDITIONAL INFORMATION, TRAINING, AND SUPPORT.

15. RELEASE AUTHORIZED BY W. M. FAULKNER, LTGEN, DEPUTY COMMANDANT, INSTALLATIONS AND LOGISTICS.//