PPMs in MilMove: Documentation for office workers

How to log in

How to approve a PPM move
  Basics tab
  PPM tab

Closing out PPMs
  Verify that the service member has submitted all required information
  How to close out a PPM

How to log in

Log in to office.move.mil on a desktop browser. We test MilMove on:
  ● Google Chrome
  ● Firefox
  ● Internet Explorer 11

Other browsers may work, but they’re not tested or officially supported. We also don’t recommend using the office version of MilMove on a phone or tablet, as it’s designed for multi-monitor desktop use.

When you see the welcome message below, click Sign in.
MilMove uses Login.gov, the US Government's official identity management service. The landing screen should look like this.
If you have already used MilMove or another site that uses Login.gov, enter your email address and password and click Sign In.

If this is your first time, click Create an account and Login.gov will guide you through setting up permanent credentials, which you’ll use every time you sign in after that. Note that your email
address needs to be pre-approved in our system for an Office login to work. If you're not in the system, you’ll see an "Unauthorized" message. Contact technical support to get set up.

Once you’ve logged in, you should end up on the default screen, which is **New Moves/Shipments**.

**How to approve a PPM move**

At this stage in the process, the service member has entered all required details of their move in MilMove. The system sent them an email indicating that their move has been submitted, and that the local transportation office is reviewing it. (That’s you.)

They should be waiting for you to approve the move before they actually start the process.

**To approve a move:**

The New Moves/Shipments queue page lists all submitted PPMs. Click anywhere on the row containing a move to visit its Move Info page.

The Move Info page collects all details about a particular move — both what the service member entered and anything the office enters.

If an orange clock symbol appears on the Basics or PPM tab, the office needs to approve details of that move before the service member can start moving.

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**Move Info: Genao, Robert**

ID# 0987654321 - 206-555-3434  -  Locator# PFGMTM

An individual Move Info page can display up to three tabs: Basics, PPM, and HHG.

(Because of the decision to pursue the Global Household Goods Contract and eliminate HHG moves from MilMove, the HHG tab should not appear.)
You will need to approve information on the Basics tab as well as on the PPM tab. **You must approve Basics before you can approve the PPM.**

Basics tab

Every Move Info page has a Basics tab. That tab contains several panels:
- Orders, which documents details about the service member’s orders and entitlements
- Customer Info, which documents name, service info, and contact information
- Backup Info, which documents information about their designated backup contact
- Accounting, which documents department indicator, TAC, and SAC

To approve Basics, you’ll verify all the information that a service member has entered

1. Check the **Documents** panel (right side of the Move Info record) to review the orders that the service member uploaded
   a. Verify that information entered by the customer matches what’s on the orders, particularly:
      i. Orders number
      ii. Orders type
iii. Accounting codes (TAC, SAC)

b. Double-check that all documents are legible

c. If there are any problems with the orders, ask the service member to log back in to MilMove and upload a clear version.

d. Enter any missing information in the Orders panel. You can click edit in one of two places:
   i. the document itself, available in the Documents panel
ii. the Orders panel on the Basics tab.
2. Enter accounting info in the Accounting panel, using the **Edit** link

![Accounting Panel](image)

You can enter Department indicator, TAC, and SAC information. (The SAC is optional.)

![Accounting Panel](image)

3. Review the orders information entered by the customer to make sure it all makes sense

If you need to ask a service member to change anything, they should contact you once they’re done so you can finish the approvals.

When all fields are filled in correctly, the **Approve** button on the right side of the screen (above the Documents panel) turns blue.
At this point, you can click the button to approve Basics.

Basics ready to approve:

Once you’ve approved the Basics tab, you can approve information on the PPM tab.

How a service member can upload clear orders

Direct the service member to my.move.mil and have them log in.

Then they should:
1. Click the **Edit Move** button
2. Next to Orders, click **Edit**

![Edit Move](image)

3. Scroll down to the Uploads section and upload a clearer copy of the document(s)

![Uploads](image)

**PPM tab**

The PPM tab contains several panels at this stage:

- **Payments** (this panel is empty for a new PPM, and you don’t need to do anything with it for PPM approval)
- **Estimates** (info that the service member provided when setting up their PPM, including weight estimate, departure date, storage requests, and origin and destination ZIP codes, along with the incentive estimate calculated based on their entries)
- **Documents** (in the right column; the same panel that’s available on the Basics tab)

To approve a PPM shipment:

1. Verify that the Weight Estimate does not exceed the range listed in the Entitlements panel under the Basics tab
Estimates, from the PPM tab:

<table>
<thead>
<tr>
<th>Estimates</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Incentive estimate</td>
<td>$8,029.35 - 8,874.55</td>
<td></td>
</tr>
<tr>
<td>Weight Estimate</td>
<td>10,015 lbs</td>
<td></td>
</tr>
<tr>
<td>Planned departure</td>
<td>27-Sep-18</td>
<td></td>
</tr>
<tr>
<td>Storage planned</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Entitlements, on the Basics tab:

<table>
<thead>
<tr>
<th>Entitlements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Goods</td>
<td>12,000 lbs</td>
</tr>
<tr>
<td>Pro-gear</td>
<td>2,000 lbs</td>
</tr>
<tr>
<td>Spouse pro-gear</td>
<td>500 lbs</td>
</tr>
<tr>
<td>Storage in transit</td>
<td>90 days</td>
</tr>
<tr>
<td>Dependents</td>
<td>Authorized</td>
</tr>
</tbody>
</table>

2. Check all other info you would typically check in DPS for a PPM.

If all information is entered and accurate, you can use the blue Approve button to approve the PPM.

PPM ready to approve:

Both Basics and PPM have been approved:
Once you approve the PPM, the service member will be sent an email letting them know that their move was approved and that they can start moving.

Closing out PPMs

Verify that the service member has submitted all required information

You won’t be able to close out a PPM if a service member has not uploaded their weight tickets and expense documents. In that case, you can send them these instructions:

Hi [Service Member Rank | Name]

Before we can close out your move, you must upload your weight tickets and expense documentation in MilMove.

To do so:

1. Log in to https://my.move.mil/ using your Login.gov ID
2. When you arrive on the landing screen, select Request Payment
3. Read the information on the Request PPM Payment screen, then click Get Started
4. On the Weight Tickets screen:
   a. Select a type of vehicle (car, car + trailer, or box truck)
   b. Give your vehicle a descriptive nickname
   c. Enter empty and full weights and the ticket date
   d. Upload copies of your weight tickets (photos or PDFs work)
e. Indicate whether or not you have more weight tickets, then select Save & Add Another or Save & Continue

5. On the Expenses screen, indicate whether or not you have storage or moving expenses, then click Continue

6. For each expense, if you have them:
   a. Select the expense type from the dropdown menu
   b. Give your document a descriptive title
   c. Enter the amount of the expense
   d. Upload a copy of the receipt (photo or PDF)
   e. Indicate how you paid
   f. Indicate whether or not you have more expenses
   g. Select Save & Add Another or Save & Continue

7. On the Review screen:
   a. Verify that all documents you intended to upload are uploaded
   b. Read and agree to the Legal Agreement / Privacy Act
   c. Click Submit Request

Once that’s all done, let me know at [contact method] and we can close out your PPM and generate the payment paperwork.

Thank you,

[your name]

Throughout the process, the service member has the option to save their work and come back later to complete it.

Once all of that is done, the service member will have submitted their payment request and you can close out their PPM.

How to close out a PPM

PPMs ready to be closed out are sorted into a queue. (Specifically, Queue: PPMs.)

Any PPM labeled “payment requested” can be closed out.
You can sort the queue by any column header — Status, Customer name, the clock symbol.

Open a move
Click a move to select it and go to its Move Info page.

Switch to the PPM tab, which should have an In review indicator.

Approve documents
Check the Documents section, on the right side of the screen.

You'll need to update each document with a clock indicator next to it. (A green check mark means that the document has been approved.)

Click the first one.
The left side of the screen will show you the document that the service member uploaded. The right side shows you the information they entered.

Click **Edit**.

<table>
<thead>
<tr>
<th>Move Locator</th>
<th>QHR9H7</th>
</tr>
</thead>
<tbody>
<tr>
<td>DoD ID</td>
<td>1234567890</td>
</tr>
</tbody>
</table>

**All Documents (3)**  
**Details**

**U-Haul Truck**
Uploaded 30-Jan-19

<table>
<thead>
<tr>
<th>Document Title</th>
<th>U-Haul Truck</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Type</td>
<td>Expense</td>
</tr>
<tr>
<td>Moving Expense Type</td>
<td>Rental equipment</td>
</tr>
<tr>
<td>Requested Amount</td>
<td>632.25</td>
</tr>
<tr>
<td>Payment Method</td>
<td>Other account</td>
</tr>
<tr>
<td>Document Status</td>
<td>Awaiting review</td>
</tr>
</tbody>
</table>

Compare the information in the Details section to the information in the image, which should show you what the service member uploaded.
Then select **Document Status** and change it to either **OK** (if everything matches) or **Has issue** (if there’s an issue).

If you select **Has issue**, document the issue in the Notes section.

Repeat the process for each document in the **All Documents** section.
Any document marked **Has issue** will require a conversation with the service member to address the underlying issue. This will need to be done outside of MilMove — phone, email, in-person — although one possible resolution is the service member uploading a corrected document.

Create the paperwork

Once all documents have been OKed, return to the Move Info page for that move. (You may need to go back to the PPM queue and select the move again.)

Select the PPM tab, then click **Create payment paperwork** in the Payments section.

You’ll be presented with a series of actions and buttons.
### Shipment Summary Worksheet

<table>
<thead>
<tr>
<th>Amount</th>
<th>Disbursement</th>
<th>Requested on</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>No payments requested</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- [Create payment paperwork](#)
  Complete the following steps in order to generate and file paperwork for payment:

1. **Download Shipment Summary Worksheet**
   - Download and complete the worksheet, which is a fill-in PDF form.

2. **Download All Attachments (PDF)**
   - Download bundle of PPM receipts and attach it to the completed Shipment Summary Worksheet.

3. **Download Orders and Weight Tickets (PDF)**
   - Download bundle of Orders and Weight Tickets (without receipts) and attach it to the completed Shipment Summary Worksheet.

4. **Upload completed packet**
   - Save the worksheet and attachments together as one PDF. Then upload the completed packet for customer and Finance.

Note: if the **Download Worksheet (PDF)** button is gray, you may need to check the PPM tab for any missing information (net weight, departure date, etc.).

Click **Download Worksheet (PDF)** to download that PDF.

Open the Shipment Summary Worksheet in a PDF reader (such as Adobe Acrobat).

If the Service Member has SIT, review the storage-related expenses. Use the PDF reader to enter the days in storage and storage costs in the appropriate boxes, then save the revised PDF. Include this updated SSW in the packet that goes to Finance and is re-uploaded for the service member.
# Shipment Summary Worksheet

**Preparation Date (DD-MMM-YYYY)**
11-Jun-2019

## Member/Employee Information

<table>
<thead>
<tr>
<th>Name (Last Suffix, First Middle)</th>
<th>Sotchell, Linda</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOD ID</td>
<td>222222222222</td>
</tr>
<tr>
<td>Service Branch/Agency</td>
<td>Marines</td>
</tr>
<tr>
<td>Rank/Grade</td>
<td>O-5</td>
</tr>
<tr>
<td>Preferred Phone Number</td>
<td>802-279-0068</td>
</tr>
<tr>
<td>Preferred Email</td>
<td><a href="mailto:linda+3d@truss.works">linda+3d@truss.works</a></td>
</tr>
</tbody>
</table>

## Orders/Accounting Information

<table>
<thead>
<tr>
<th>Order Issue Date</th>
<th>03-Jun-2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orders Type/Orders Number</td>
<td>PCS9877777777</td>
</tr>
<tr>
<td>Issuing Branch/Agency</td>
<td>Marines</td>
</tr>
<tr>
<td>New Duty Assignment</td>
<td>Camp Pendleton, CA 92055</td>
</tr>
</tbody>
</table>

## Entitlements/Move Summary

### Maximum Weight Entitlement

<table>
<thead>
<tr>
<th>Description</th>
<th>Weight (Lbs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entitlement</td>
<td>16,000</td>
</tr>
<tr>
<td>Pro-Gear</td>
<td>2,000</td>
</tr>
<tr>
<td>Spouse/Pro-Gear</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Weight</strong></td>
<td><strong>18,000</strong></td>
</tr>
</tbody>
</table>

### Shipment

<table>
<thead>
<tr>
<th>Shipment No./Type</th>
<th>Pickup Date</th>
<th>Shipment Weight</th>
<th>Current Shipment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 - PPM</td>
<td>14-Jun-2019</td>
<td>12,800 lbs - FINAL</td>
<td>At destination</td>
</tr>
</tbody>
</table>

### Storage

<table>
<thead>
<tr>
<th>Shipment No./Type</th>
<th>Entry Date</th>
<th>Storage End Date</th>
<th>Total Days in Storage</th>
</tr>
</thead>
</table>

**Authorized Origin**: Marine Air Station Yuma, AZ 85368

**Authorized Destination**: Camp Pendleton, CA 92055

**POV Shipping Authorized**: No

**SIT Storage Entitlement**: 90 days per each shipment
Next scroll down to the ENCLOSED DOCUMENTATION section and check off all the documents the Service Member has provided. You may need to look in MilMove for this information.

Return to the MilMove PPM tab.

Click **Download All Attachments (PDF)**
Next click **Download Orders and Weight Tickets (PDF)**.

On your computer, compile all the downloaded paperwork for this move and save it as a single PDF. Once you upload that, DTMS can deliver it electronically or via email.

Different services have different policies for completing the reimbursement step once the service member has the paperwork in hand, and those procedures can remain the same.

Next, click **Upload Completed Packet** to upload a final copy of the completed paperwork. It will be stored in the system and available for future review if there are any questions.

For the last step, the document will have a red awaiting review indicator in the document viewer window to the right. Click on the document and **OK** it, similar to how you reviewed receipts. This will trigger a completed state in the Office view and a Payment Reviewed status for the Service Member when they log back in.

**Getting help**

If you run into a situation that's not covered here, or have questions because something is not working and it is an urgent matter — you or a Service Member cannot move forward with the move — please call Linda Setchell at (628) 225-1540.
If she does not answer, leave a message including your phone number and she will get back to you.

If you run into a non-urgent bug — you can move forward but you noticed an issue — email your bug to support@mymovemil.zendesk.com.

If possible use this format:

- Where it’s happening (page, point in process, panel on page, or give URL)
- User (service member, TSP agent, or office staff)
- Your browser and operating system:
- The time the incident occurred
- Any errors in the browser dev console
- How to reproduce the bug (that is, to make it happen again)
- What you expected to happen
- What actually happened
- Attach a screenshot if you can