

Army Information Update

Because information is power, we are informing you each personally and inspiring you to pass it along.

This month's update shares facts, explanations, and tips to help you confidently advocate for yourself throughout your next move.

There are two systems for military moves:

- **MilMove** – the new system under the Global Household Goods Contract (GHC)
- **DPS (Defense Property System)** – the old system, called Tender of Service Program

For now, we're currently using both. Your move may go through either system depending upon your location. Remember, no matter the system, it all starts with your orders.

[FAQs 1-3](#) are for PPMs

[FAQs 4-9](#) are for military arranged moves

[Quick Links](#)- Tools and resources to prepare and empower you to move.

FAQs 1-3: Personally Procured Moves (PPM)

1. How does PPM Counseling work?

- Anyone who wants to do a PPM, must be counseled.
- Your current installation's Personal Property Processing Office (PPPO), often called the Transportation Office, does the counseling.
 - [Find your](#) Installation Transportation Office.
 - You can schedule this appointment as in- person or as a phone appointment.
 - The other option is to complete your own screening in the Defense Personal Property System, [DPS](#). The DPS site will ask you a series of questions and determine if you will create an account in DPS or in [MilMove](#).
 - If you are moving under the Legacy Tender of Service contract, you will create a [DPS account](#)
 - If you are moving under the new Global Household Goods Contract, you will be invited to create a [MilMove account](#).

2. Explain PPM reimbursements

- Because it is based upon the weight of what you move, you won't know exactly what you will be paid until the move is complete. During counseling, you receive an estimate of what you will be paid based upon the Soldier's estimate of their weight they are moving.
- Final payment is based on the actual weight the Soldier moves.
 - Pro Tip! A service member's authorization is from the current duty station to the new duty station (or separation/retirement location). A PPPO can

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provide an estimate to an alternate location, but final payment is based on the lesser distance.

- Pro Tip! Consider using [this weight estimator calculator](#)

3. When will the Soldier get their PPM reimbursement?

- Once the PPM is complete and the Soldier turns in their completed packet to the transportation office which will be submitted electronically to DFAS via a Smart Voucher.
- A complete packet includes the actual weight officially calculated on empty and full weight tickets and all out-of-pocket (OPE) expense receipts.
 - Pro Tip! Final payment can be impacted by variables such as additional government arranged moves or the customer's remaining weight entitlement.

FAQs 4-9: Government Arranged Moves

4. When the moving company estimates weight, is it done virtually or in person?

- It varies. The new Global Household Goods contract offers a standardized virtual pre-move survey. However, you can always opt for an in-person survey.

5. What is the formula moving companies use to estimate the weight of your Household Goods (HHG) in a government arranged moved?

- Weight estimates are made by moving companies during the virtual or in-person walk through. It is based on what is seen during that walk- through.
- The commercial standard for general household goods is 7 pounds per cubic foot (Cubic Feet = Length in feet x Width in feet x Height in feet) though not all moving companies use this as their estimate measure.
 - Pro Tip! Ask the company how they are determining your estimated weight.
 - Pro Tip! Use [this weight estimator](#) for a better idea of your HHG weight.

6. How do the moving companies use their estimate?

- Moving companies use their estimate to plan for resources needed to execute the move (i.e., packing material, labor, number of pack days)
- **When are your HHG weighed to determine the true weight?**
- Like in a PPM, moving companies use weight tickets, from certified scales, taking the difference between the empty and loaded weight of the moving truck. Weights must be reported within 4 days of shipment pickup.

7. How do we know the weight is accurate and what if we have concerns?

- First know [Your 2025 Weight Allowance!](#)
- If a Soldier's shipment weight is within 10% of their entitled weight, the mover is required to re-weigh the shipment. (except for small shipments under 500 pounds.)
- Moving companies must use certified scales to generate their weight tickets.
- **If there are concerns about weight accuracy, DO NOT WAIT! Soldiers should immediately contact the destination transportation office to alert them of their concern. Do not wait until arrival at the new duty station.**

- Pro Tip! Tell your movers you want them to text or call you once they officially weigh your HHG so you know the weight they are reporting. If you feel it is incorrect, ***immediately contact the destination transportation office.***

8. Tell me more about the Moving Inspectors the Army sends to the move site.

- The Defense Transportation Regulation requires Quality Assurance Evaluators (QAEs) to physically inspect at least fifty percent (50%) of household goods shipments within their assigned area of responsibility per month.
- QAE inspectors observe the moving crew for compliance with the standards set by the contract and check in with the customers to address concerns.
- QAE inspectors work between 0800-1700. There is no set time for them to visit a particular site, because they often have a schedule of multiple stops per day.

QUICK LINKS

1. Find Your [Transportation Office](#)
2. [Weight Estimator Tool](#). An excel spreadsheet with embedded formulas
3. [Your 2025 Weight Allowance](#)
4. [Defense Personal Property](#) site. Once you have your orders, this is where we all start.
5. Personally Procured Moves [Fact Sheet](#)
6. DD Form 1780, Shipment Evaluation and [Inspection Checklist](#)
7. [Installations where](#) the new GHC is available. **Because it is available does not automatically mean GHC will coordinate your move.*
8. [MilMove Site](#)- You can access this site only by invitation if you are moving under the new GHC contract.
9. The [official regulations for ALL travel](#) including PCS and TDY
10. More [Moving Info on Military OneSource](#)

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