



SERVICE MEMBER/CIVILIAN PCS CHECKLIST



- Do you have orders? Plan early! Peak moving season is May through July and may lead to date delays with your household goods requested pickup or delivery dates.
- Once you receive orders, register for a Defense Personal Property System (DPS) account via the Official DPS Portal, www.move.mil. Registration will allow you to conduct self-counseling, update contact information, and submit a claim for damage, if necessary. Hint: use a personal email address (such as Yahoo or Gmail) that is accessible to you during your relocation.
- Your Transportation Service Provider (mover) should be in direct contact with you the entire way. For any questions or concerns, contact your nearest Transportation Office.
- Complete your Customer Satisfaction Survey! It's your voice to ensure that quality moving companies handle your belongings. **YOUR FEEDBACK COUNTS!**
- Need help filing or negotiating a claim? Many resources are available on www.move.mil, including how to videos/slides and links to each Service's Military Claims Office (MCO).

ONE MIND

ONE HEART

ONE PURPOSE



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CUSTOMER RESOURCES



www.move.mil is your one-stop-shop for information on:

- Locating your nearest Transportation Office by clicking “Before Your Move” then “Locator Maps” (Links section).
- Starting your household goods move process, accessing moving tips, or learning how to file a claim by clicking “DOD Service Members and Civilians”, then “Claims/CSS.”
- Always ensure your email address (personal email such as Yahoo or Gmail) is up-to-date in the Defense Personal Property System (DPS). This will allow you to receive all auto generated emails with your Transportation Service Provider’s (movers) contact information and the direct link to complete your Customer Satisfaction Survey on how well the movers met your expectations.
- For any questions on your move, contact your local personal property shipping office using the nearest TO locator map guidance above. If you are having challenges using DPS, call the System Response Center (SRC) at 1-800-462-2176, Option 5.



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