

OUTBOUND SHIPMENTS

1. HOW IT WORKS:

The Movements Branch of the Transportation Division handles all personal property shipments. There are two specific sections that process requests to move personal property, the Personal Property Processing Office, or PPPO. The PPPO works with the customer, briefing entitlements and preparing the documents authorizing a move. The other section, Personal Property Shipping Office, or PPSO, works behind the scenes with the contractors and moving companies ensuring the shipments are picked up and moved on time.

2. WHERE TO GO:

To arrange a personal property shipment, the customer must go to a Personal Property Processing Office, or PPPO. Bring the weights from the previous SF 1203s, (Government Bill of Lading), form your property move to Belgium, then proceed to the PPPO (Bldg 220, Rm 103) and complete a DD Form 1299 (Request for Application for Movement of Personal Property). The customer service centers staffs are well-trained personnel, who will provide all the information necessary to initiate a move. There are three such customer service centers in the BENELUX:

a. PPPO-BENELUX is located in the SHAPE complex, building 220, room 103. To ensure prompt service, make an appointment early. Phone numbers are DSN 366-6461, 6376, 6156 or 6176. Fax number is 366-6409.

b. PPPO-BRUSSELS is located in the USAG-BRUSSELS in Brussels. PPPO-BRUSSELS also has a staff of trained personal property experts, able to answer any questions. Phone numbers are DSN 365-9722, 9702, or 9754. Fax number is 365-9430.

c. PPPO-SCHINNEN is located at the USAG-SCHINNEN Transportation Office, just to the right, as you enter the installation. Though primarily servicing the Netherlands and northern Germany, any PPPO will assist in a personal property move. Be advised, that because PPPO-SCHINNEN is outside the Belgium area of responsibility, there may be a small delay. This is because the paperwork is sent to the Belgium Shipping Office for processing and then awarded to a contractor/moving company. Phone numbers are DSN 360-7572, 7328, or 7571. Fax number is 360-7499.

3. WHEN TO START A SHIPMENT:

Contact the PPPO as soon as you receive your PCS orders. Like airline reservations, the confirmation of dates desired is not until the Fund Cite pays for them. It is the same with making a shipment. To commit the contractor, your orders must have a fund cite.

4. SHIPMENTS WITHOUT ORDERS:

Personnel can initiate a personal property shipment with a letter of exception prior to the Issuance of Orders. According to the applicable regulations, with this letter the PPPO can initiate a move of personal property without orders. First, the order issuing authority must provide a memorandum indicating that orders are forthcoming. Second, the customer must submit a letter to the Transportation Officer (via the PPPO) indicating that the customer will accept all charges and fees, if the move orders do not come. The letter will indicate that the customer takes full financial responsibility for the move if:

- a. Orders are not issued and the property must be returned to origin.
- b. The destination is different, the customer shall pay all costs to complete the move to the destination indicated on the orders.

5. HOW LONG DOES IT TAKE:

From the time the customer visits the customer service section, it takes approximately twenty-one (21) days to get the movers to complete a pick-up, for a shipment back to the US. Immediately after a counseling and the signing of all paperwork, the PPPO sends the documents to the Shipping Office. Within seven working days, the shipment is offered to and accepted by ("consigned") a contractor and its local moving company. The rest of the time is for working out the scheduling, and for the completing of the remainder of the shipping documents. After being consigned, the PPPO receives the name of the local moving company, the name of the international freight forwarder (carrier), and the actual packing and pickup dates.

NOTE: Since there are multiple moves each day, it is possible that the actual date requested for a move might change. If the PPPO does not confirm the dates for pickup, call them!

6. WHAT TO BRING:

Planning is essential in such a personally important mission as the movement of personal property. In order for the Department of Defense (DOD) to effect a safe and efficient move, we need your help and information.

- a. Bring at least five copies of orders for each shipment planned. Most people have a household goods shipment, plus a small unaccompanied baggage shipment, so ten copies are required. Do not forget copies of all amendments, must be included.
- b. Bring a copy of your lease and the electricity bill or the phone bill. This is to provide the actual address, with post code, for the pickup. Individuals can avoid many delays if they give correct information to the PPPO. Missed packing dates cost the Government and the contractor time and money. There is a charge of approximately \$50 if the packers cannot find a house, because the address is incorrect.

c. Calculate an estimated weight of each shipment. For planning purposes, the PPPO needs to estimate how much property needs to be moved and the time it will take for the move? Bring a copy of the SF 1203 (Appendix A), Government Bill of Lading, from your last move, plus an estimated weight of any large purchases, with these, the counselors can make a good estimate.

d. For members shipping firearms, individuals must complete a DD Form 1252-1 (**Appendix B**). This lists all the firearms by manufacturer, country of manufacture, caliber/size, model and serial number.

e. Plan ahead, pick a date for the movers to pack up the house. Do not wait for the counseling session to make a decision. No matter what happens, DO NOT plan or schedule an out-inspection with the Housing Office, prior to the confirmation of the packing and pickup dates. The dates requested are subject to availability and are not a guarantee. Once the contractor accepts the pickup date, the Government must keep it. Changes may only be made with a change in the orders, or other extenuating circumstances, approved by the Transportation Officer. Changes to the shipping documents cause many wasted man-hours and can be very confusing for the contractors, claims office, and the Accounting and Finance Office.

7. PRE-MOVE SURVEYS:

Because the exact weight of a shipment is unknown, the moving company will send a person to the residence to perform a pre-move survey. This survey is to ensure that the estimate given on the application for the shipment is close to what is in the house, garage, and basement. Also, it is at this time that the customer will want to point out any special requirements to the moving company. For example: special wrapping, wooden crates for marble tabletops, pianos, elevators to get things from the upper floors, clothes hanging boxes, etc. For shipments over 2,000 pounds, the packing company must complete a pre-move survey. The member may waive this option, if desired. Itemization of any special requirements requested to be performed by the moving company, by the member or the PPPO, are on the DD Form 619, Statement of Accessorial Services **Performed** (**Appendix C**). The customer must sign this form to verify the performance of the services.

8. PREPARING FOR THE MOVERS:

After the counseling on entitlements, the PPPO prepares the shipping documents and the customer service section notifies the customer of the actual dates of packing and pickup. The moving company will contact the customer to set up a pre-move survey and take note of any special requirements. To have a problem-free move, there are several things that need to be done:

a. Make sure you are home on the dates given. If you cannot be at home, provide a power of attorney for someone who can. The customer will receive a charge of approximately \$50, if someone is not at home when the movers arrive. The movers may

wait an hour, but not longer. For unaccompanied baggage shipments, the moving company is able to project if the crew will arrive in the AM or PM. This is not a promise, but rather an estimation on how they foresee the day's work to be going. The movers can provide this information usually on the afternoon prior to your pickup. The movers must have English speaking personnel available during the move.

b. Make sure that the property is clean. The movers will not move, pack, or disassemble items that are dirty. Also, clean all rugs (under them, too), dust the cabinets and bookshelves, clean the dishes, empty the waste baskets (before the movers pack them), etc.

c. Separate Outdoor Household Articles (OHA). There is a bug, called the Gypsy Moth, that eats trees. It has been imported to the United States. The moth lays eggs on almost anything sitting around outside. So, after purging the propane tank from the grill, emptying the extra gas cans, and cleaning the grill, the lawn mower, the garden chairs and whatever else that has been on the patio, verandah or in the garage, separate them for packing. Though the BENELUX is a "low threat area," you must take precautions. When the movers arrive, they will pack these items in with the other items, but will mark the wooden crate doors with six-inch letters "OHA". This will allow the stateside customs inspectors to open the exact boxes containing OHA, if the shipment is selected for random inspection. If not marked, customs may have to open all the boxes, which will lead to delays and possible damages to the contents.

9 . PERSONAL PROPERTY INVENTORIES

The personal property inventories will make or break the move. If done properly, they will take more time than the packing itself. The inventory forms are fairly simple, but the important thing to remember is that the listed items need to be specific and not use descriptions like: "stuff", or "miscellaneous". Separate and single out all professional books and equipment. Also, the moving company must annotate all dents, marks, or scratches, not only by location, but also by size. Make sure all this information is on the inventory before you sign it.