



10 TIPS FOR A SMART MOVE

- 1** As soon you get orders, contact your local transportation office. It's a good idea to bring your spouse along to any appointments! Your transportation office can help you plan a smart move.
- 2** Go to move.mil and set up a Defense Personal Property System (DPS) account.
- 3** Schedule your move in DPS as soon as possible. Remember to build flexibility in your process. Know your move dates may not be available and that you might have to adjust by several days depending on the weight of your shipment. The more lead time you build in the better. Remember: never schedule travel on the same day you schedule your move!
- 4** Create an inventory of your high-value items and take pictures of those items.
- 5** Plan to hand carry treasured items. Don't let the movers pack your signed baseball or your grandmother's wedding ring. Put everything you don't want packed in a locked room that movers can't access.
- 6** Plan to hand carry important files (medical records, car titles, insurance, etc.)
- 7** Plan to hand carry your "critical" items: clothing, medicines, iPads, laptops and toys your kids won't want to be without!
- 8** At delivery, make note of any damaged or missing items and be sure to submit any newly discovered loss or damage to your mover within 75 days of delivery.
- 9** File your claim for lost and damaged items within 9 months of delivery directly with the mover and contact your military claims office or local transportation office to assist in completing a claim with your mover.
- 10** Complete the Customer Satisfaction Survey (CSS) online in DPS. It's only 8 questions. Survey results help make the next move better for DOD members and their families.

