

# FORT KNOX OUT-BOUND TRANSPORTATION INFORMATION SHEET

## TRANSPORTATION APPOINTMENT

You must possess a copy of official orders to schedule a transportation appointment. Visit your Transportation Office immediately upon receipt of your official orders authorizing you to ship personal property at Government expense. You will need to fill out an Outbound Transportation Worksheet and provide a copy of your orders before an outbound transportation appointment can be made.

## PACK & PICKUP DATES

Plan your pack and pickup dates at least 40 days in advance of your departure if possible to help secure your preferred pack and pickup dates.

## WEIGHT ESTIMATOR

Use 1,500 pounds per furnished room as a measure to determine your estimated weight of your HHG. You may use the weight estimator online at

<https://www.move.mil/resources/weight-estimator>  
(takes about one minute and half to open)

## WEIGHT ENTITLEMENTS

❖ HHG – Household Goods

Military Personnel: based on your grade & with/without dependents, you are entitled from 5,000 to 18,000 lbs of HHG.

Civilian Personnel: you are entitled to 18,000 lbs of HHG.

❖ UB – Unaccompanied Baggage

Military Personnel: based on your grade, you are entitled from 500, 600, 800, 1000 lbs of UB.

Dependents: 350 lbs for age 12 years & up; 175 lbs for less than 12 years of age.

Civilian Personnel: you are entitled 350 lbs of UB.

Dependents: 350 lbs for age 12 years & up; 175 lbs for less than 12 years of age.

## CONTACT INFORMATION

For additional information or questions, contact your Outbound Transportation Office:

White Hall Bldg 1384, 2nd Fl,  
Customer Service Hours: (Mon-Fri - 0730-1630)  
Closed for Lunch: 1200-1300 Daily  
DSN: 624-2037 COMM: (502)624-2037

## FULL REPLACEMENT VALUE (FRV)

Military and DoD Civilian personnel are now eligible for FRV for personal property lost, damaged or destroyed while in the care of the Transportation Service Provider (TSP)/Carrier.

To take advantage of FRV, you must report loss/damage within 75 days of delivery on DD Form 1840/1840R or equivalent and file your claim directly with your TSP/Carrier within 9 month of delivery.

Contact your Transportation Office or Military Claims Office for more information. You may find detailed FRV information at <https://www.move.mil/moving-guide/claims#full-replacement-value>

## CUSTOMER SERVICE SURVEY (CSS)

CSS is a web-based application that will allow YOU to rate the service and performance received from the TSP and DoD during your move. It's important that you complete the online CSS after delivery to help improve the overall moving process and insure that only quality TSPs are sent to your home.

## DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

DPS is the one-stop source for managing personal property moves. It automates & simplifies the PCS move process; and provides 24-hour access to personal property shipment information throughout you move.

Few of the key improvements DPS brings to the personal property community: 1.) Convenience – self-counseling 24/7, online claims settlement, 2.) Improved Quality of Experience – DoD customers impact on TSPs selection via CSS. 3.) Improved Data Flow – direct interaction between TSPs and DoD customers. Register at [www.move.mil](http://www.move.mil).

## SATO TRAVEL ARRANGEMENTS TIPS

Always check your orders for accuracy. Ensure your name and dependent's name(s) are spelled correctly on your orders.

Check your "Availability Date" on your military orders. SATO WILL NOT book departure dates prior to your AVAL DATE. All travel must occur within a 7-day window of the AVAL DATE on orders. In order for SATO to book departure dates beyond the 7-day window, you must present an approved DA Form 31 authorizing you "in-country" leave.

DO NOT make travel arrangements until you have confirmation of your HHG pickup date(s).

For questions or issues regarding official travel, contact the Gov't COTR at DSN 624-5739, Comm (502)624-5739, White Hall Bldg 1385, 2<sup>nd</sup> Fl.,

## SATO OFFICIAL TRAVEL OFFICE

SATO Official Travel Office, White Hall Bldg 1384, 2<sup>nd</sup> Fl.,  
DSN: 1-800-296-2989

Email: [FtKnox@OffCWTSATOTravel.com](mailto:FtKnox@OffCWTSATOTravel.com)

**DPS Registration for PCS, Sep, Ret is  
Required Prior to Actual Appointment with a  
Counselor at the Transportation Office**

## HELPFUL MOVING TIPS

1. **CLEAN YOUR PROPERTY AND RESIDENCE.** Ensure your items are free of soil/pest infestation. Transportation Service Providers (TSPs)/Carriers can refuse to work in unsanitary environment. Empty trashcans; wash dishes and clothes. If you have a pet, vacuum pet hair from floors and furniture. Consider taking your pet to a friend's house during the pack out.
2. **SECURE YOUR VALUABLES** in a safe location (locked in your car). Passports, airline tickets, wallets, jewelry, must-have documents, etc., anything that you don't want the TSP/carrier to pack.
3. **SEPARATE PRO-GEAR.** PRO items must be packed & weighed separately. Separate your UB items/shipment also.
4. **REMOVE TV** antenna/cable/satellite dishes.
5. **DISCONNECT CABLES** from stereo equipment, computers, etc.
6. **DISASSEMBLE EQUIPMENT:** all outdoor play equipment (playhouses, swing and gym sets, trampolines, portable basketball hoops, etc.) and all home gym and exercise equipment.
7. **REMOVE CURTAINS** and curtain rods or other holders from the walls. Remove racks, hooks, shelves from the walls, cabinets or doors.
8. **DRAIN and DRY WATERBEDS** and hot tubs. The movers will disassemble standard waterbeds only. If complicated construction, please notify outbound transportation office.
9. **DRAIN GAS and OIL** from lawn mowers, snow blowers, and other gas-powered equipment.
10. **FIREARMS:** Remove firing pin (for safety/security) and ensure each one listed with make, model and serial number on the inventory. Ensure you deregister your firearms in advance.
11. **PROVIDE MAKE, MODEL and SERIAL NUMBERS** of stereos, video equipment, TVs, cameras, home computers, etc., to the TSP/carrier for the inventory (this helps with claims).
12. **PREPARE PERSONAL INVENTORY** of "Collectibles," signed paintings, original CDs, DVDs, VHS tapes (by artist and title). The carrier **WILL NOT** do this. Ensure TSP/carrier inventory states "ORIGINAL" CDs etc., not just quantity.
13. **DISCARD worn out and unneeded items** (this could save you from going overweight).
14. **SEPARATE PERISHABLE and UNAUTHORIZED FOOD** items. The TSP/carrier **WILL NOT** pack perishable items. They will pack dry and canned goods.
15. **REMOVE PROPERTY** from attic, crawl space, or similar storage area. The TSP/carrier is **NOT** required to go into these areas that are **NOT** adequately lighted, do **NOT** have finished floor, are **NOT** accessible by permanent stairway, and do **NOT** allow a person to stand erect.
16. **STAY AT HOME** as long as the packers are at your residence. Leaving to run errands compromises the security of your property and puts the packers in an uncomfortable position.
17. **DON'T SCHEDULE CLEANERS** for the same day as your pack out date(s). Problems could arise that may prevent the cleaners from cleaning and the TSP/carrier from packing your items.
18. **KEEP PHONE SERVICE** until after the pack out, if possible. TSP/Carrier may need to call regarding your move or problems may arise that you need to report to Transportation Office or Quality Control on your pack date.
19. **NO ALCOHOL.** As a courtesy you can offer the packers drinks, but please **NO** alcohol.

## HELPFUL WEBSITES

**SATO Travel US Army CONUS – Leisure Travel**  
<https://www.SatoVacations.com>

**Sign in to DPS or New User Registration:**  
<https://move.mil/tutorials>

**Moving Tips**  
<https://move.mil/moving-guide/tips>

**Full Replacement Value (FRV)**  
<https://www.move.mil/moving-guide/claims#full-replacement-value>

**Moving with the Military Overview**  
<https://move.mil/moving-guide#choose-how-to-ship-your-household-goods-move-types>

**Entitlements**  
<https://move.mil/entitlements>

**Turn-in or Pickup of Your Privately-Owned Vehicle (POV)**  
<https://www.pcsmypov.com>

**Tools and Resources**  
<https://move.mil/resources>

**JTR/DTR/DoD Foreign Clearance Guide**  
<https://www.move.mil/resources>

**DoD 4500.9-R—Defense Transportation Regulations**  
<https://www.move.mil/resources>

**DoD Foreign Clearance Guide**  
<https://www.fcq.pentagon.mil/>

## QUALITY CONTROL

If you have any problems during day of pack and pickups HHG or UB, please contact our Quality Inspectors at following phone numbers.

DSN 624-4192 or Comm (502)624-4192  
Cell Phone: (502)612-7776  
DSN 624-3857 or Comm (502)624-3857

## CHECKOUT OUR HQSDDC PERSONAL PROPERTY FACEBOOK PAGE

<https://www.facebook.com/HQSDDC/videos/1317988621580982/?fref=mentions>

For customers convenience the video at SDDC facebook page walks you through the household goods and privately owned vehicle do's and don't; however, always contact your local Transportation Office for further details