



SATISFIED OR NOT WITH YOUR HOUSEHOLD GOODS SHIPMENT?

As a customer you have multiple avenues to communicate your satisfaction or dissatisfaction with your Household Goods shipment throughout the entire process:

PRE-MOVE COUNSELING

Whether you self-counsel in the Defense Personal Property System (DPS) or you receive in-person counselling at your local installation transportation office (ITO)/Personal Property Processing Office (PPPO), you can provide feedback via the Interactive Customer Evaluation (ICE) system, <https://ice.disa.mil>.

PRE-MOVE BOOKING

Following the completion of your counselling at the local ITO/PPPO front office, your shipment is forwarded to the regional Personal Property Shipping Office (PPSO) back office, to be booked with a contracted Transportation Service Provider (TSP). It will take on average of 3 Government Business Days (GBDs) for your shipment to be accepted and awarded to a carrier. If you have concerns during this process you can contact your local ITO/PPPO, the regional PPSO or the Army Personal Property Call Center.

Army Personal Property Call Center:

Toll free: 1-800-521-9959/DSN: 312-357-5093 or chat via the Army PCS Move application on your smart device (scan QR code below).



PRO TIP: Keep your contact information up to date in DPS during your PCS process to facilitate timely communication.

PRE-MOVE AWARD

When your shipment has been awarded to a TSP you will receive your Government Bill of Lading (GBL) via an automated email from DPS where the Origin and Destination servicing agents/Move Coordinator contact information are listed. The TSP has 3 GBDs to contact you and confirm your

pack and pick up days based on the window of time you provided in counseling. Additionally, the TSP must schedule and complete a physical or virtual pre-move survey NLT 9 days prior to your first scheduled pack day. If your shipment is a "short fuse" or shipments ordered with less than 9 days prior to the first pack day, then the TSP will complete the pre-move survey 1-3 days before the first pack day.

If you have concerns during this process your first contact should be your TSP Move Coordinator. If you are unsuccessful with the Move Coordinator, then you can contact your local ITO/PPPO, the servicing regional PPSO or the Army Personal Property Call Center.

PACK, PICKUP, DELIVERY

While the TSP is conducting packing, pick up or delivery, the local transportation office will make every effort to have a Quality Assurance (QA) Inspector onsite. If you have concerns during these operation (i.e. the movers have not arrived), then the first call should be to the TSP Move Coordinator. If there are other concerns that you feel need government intervention, then you can call your local ITO/PPPO to speak with a QA inspector. If you still have unresolved concerns, then call the regional PPSO or the Army Personal Property Call Center. For emergencies after duty hours, the Army Personal Property Call Center can transfer you to the Move.Mil Customer Support Center or you may call directly at 1-800-MilMove.

POST-MOVE SURVEY

Customer completed feedback via the Customer Satisfaction Survey (CSS) in DPS is the most influential form of feedback you can provide. The CSS is used to measure TSP performance and is applied to improve their services.

For questions, contact your local ITO:

<https://www.move.mil/resources/locator-map>