

Frequently asked questions for HHG/PAX

1. How far in advance do I need to book my shipment?

We need at least 21 days in advance to book your shipment.
Our office only creates your paperwork for your request.
Once we complete it, we send it to JPSO NE who will arrange/book the carrier on both ends.



2. Why can't you process my Personal Property move without orders?

Your orders let us know what you're entitled to and pay for the shipment.
We're only authorized to do what is stated on your orders.

3. How far in advance are flights available/When will I receive tickets?

Flights come out roughly 90 days in advance. You will receive an itinerary via email as soon as it's booked, but the ticket will not be issued till 72 hours prior.



4. Why do I have to wait 72 hours prior for my ticket to be issued?

CTO (Commercial Travel Office) contract will only book tickets 72 hours prior unless special circumstances arises.

5. Why did TMO break my stuff?

TMO personnel do not physically pack your items. The third party carriers are booked by contract. If you are unsatisfied with the carriers/experience, filling out the survey is the only way to document the carrier's performance.



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Passenger Travel= 895-1571/1570

Personal Property= 895-1486

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6. Why can't the government ship my POV?

The government does not ship your POV (Personally owned Vehicle) conus/oconus. You are authorized a POV shipment/storage through the VPC (Vehicle Processing Center). One POV per military member.

7. Why doesn't the government pay for my pet's travel?

There is not an entitlement for the government to pay for your pets. Sometimes there are pet spaces available on AMC flights. The member will be responsible to pay for their pet's travel on AMC/commercial flights.



8. How long does it take to process a DITY MOVE/PPM (Personally Procured Move)/Postal reimbursement?

Our office is required to process these reimbursements within 7-14 business days. Once we complete your paperwork, we physically take it over to finance to be processed. Their process is within....

9. How do I claim reimbursement for my damaged property?

All claims are processed through www.move.mil under the FRV (Full Replacement Value) Coverage within the first 75 days of receiving your shipment. Our office can provide information worksheets and POC information.



10. Why do I have to use Move.mil to process my personal property shipment?

If you are a first time mover, retiring or separating TMO will process the shipments for you. We will need a copy of your orders. All other DOD members must use Move.mil to create your personal property shipment application.



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