

Rights and Responsibilities

Adapted from the *Defense Personal Property Program Customer Bill of Rights* and the *It's Your Move Pamphlet*

It is your RIGHT to...	It is your RESPONSIBILITY to...	The IMPLICATION is that...
receive professional, courteous, and helpful service throughout your personal property move	<u>TAKE A PROACTIVE ROLE IN YOUR MOVE</u>	YOU are your own best or worst advocate
receive prompt, timely responses from your moving company as well as your Personal Property Office (PPO)	<u>PROVIDE ACCURATE CONTACT INFORMATION</u>	your PPO and moving company cannot help you if they cannot find you
receive counseling on your shipment and storage entitlements	ensure that your shipment is below the maximum authorized weight	exceeding your weight authorization will result in excess cost
schedule a convenient time to have the moving company conduct a pre-move survey	ensure that you or your authorized agent are present at the agreed-upon time	if you are not available, your moving company will not be prepared for your move
receive a pre-move survey in your residence or by phone	provide the person conducting the survey with relevant information	if the moving company is not properly prepared, your pack up may be delayed
negotiate pack, pickup and delivery dates during the pre-move survey	ensure that you or your authorized agent are present at the agreed-upon time	if you are not ready for the moving company to pack on the agreed-upon day you may be charged for re-awarding the shipment
contact your PPO for assistance in settling unresolvable disputes with your moving company	take an active role in preparing for your move	if something does not seem right you should call your PPO
review and receive a legible copy of your inventory when your shipment is picked up	observe the packers during packing and document any discrepancies	if it is your word against the moving company it will be harder to get things settled in your favor
have the opportunity to annotate any inventory discrepancies and identify (in writing) high-value items on your inventory	read your inventory sheet and ensure that it accurately reflects the property that was packed	if you sign the sheet, you and the moving company have agreed on what was packed and the condition the belongings were in
request a reweigh if you believe your shipment(s) will exceed your weight allowance	ensure that Professional Books, Papers and Equipment is properly annotated and that you have taken every effort to ensure that your weight is below the maximum allowance	if you are over your maximum weight allowance, you will be charged for excess cost (which is expensive)

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observe the reweigh if you so desire	call the PPO if the moving company will not tell you the date/time/location of the reweigh	the reweigh is your opportunity to ensure that the moving company is weighing fairly
have your shipment picked up on time and offered for delivery at destination before the required delivery date (RDD)	plan your move as far in advance as practicable and work with your PPO if your move is short notice	you need to notify the installation PPO immediately of any issues with pickup or delivery
file an Inconvenience Claim with the moving company for missed pickup, delivery, or RDD	understand what expenses can be reimbursed and accurately document those expenses	if you do not have documentation, it cannot be reimbursed
have items disassembled at origin and unloaded, unpacked, reassembled and placed one-time within your residence at delivery	have a plan for where you want your property placed in the new residence	if you know where you want your personal property placed, your moving company will set everything up for you
have unpacked containers, packing materials, and other debris removed, on the day of delivery only, at no cost	tell the moving personnel to remove those items and call the PPO BEFORE they leave if they do not	just because disposal is your right does not mean that it is guaranteed
file a notification of loss/damage in Department of Defense (DoD) Personal Property System (DPS) for full replacement value	prepare for the move by documenting (photo/video/receipt) all fragile and/or high dollar value items	if it's your word against the moving company, it will be harder to get reimbursed
receive a response from the moving company within 60 days of filing your claim in DPS	check DPS regularly for updates on your claim status and contact your moving company directly if it looks like they will miss the deadline	you are the one who cares the most about your claim
transfer your loss and damage claim to the Military Claims Office (MCO) if you are unable to negotiate a fair settlement with your moving company	understand how the claims process works and try to resolve the claim with the moving company if at all possible	if you transfer your claim to the MCO you forego full replacement value initially, but may receive it after the MCO negotiates with the moving company
evaluate your moving company by completing your Customer Satisfaction Survey once your move and your loss and damage claims are completed	provide the government with objective feedback on the quality of your move; evaluate each move separately	feedback directly impacts the moving company's Best Value Score, which makes it easier/harder for them to get more business from the Department of Defense



From your Marine Corps
Personal Property Office