

Langley AFB Personal Property Informational Handout



Mailing Address:
733 LRS/LGRDF
45 Nealy Ave, Suite 209
Langley AFB, VA 23665

Commercial:
(757)764-7868/7869
DSN:
574-7868/7869

Email:
tmo.housegoods@us.af.mil

Getting Set Up

The Langley AFB Personal Property Office is here to provide you with the information and support needed for a smooth transition during your PCS, separation, or retirement movements.

The first step of this process starts once you receive your orders. **NOTE: YOU CANNOT SET UP A MOVE WITHOUT ORDERS.** As soon as you have hard copy orders and a timeframe for when you want to move you need to contact our office. We are located in Bldg. 15 room 209 and are open Mon-Fri 0800 to 1600 (we close at 1500 on Thursdays for training). At that time you will receive a Personal Property Shipment and Storage Worksheet. This is the form we use to collect data on the type(s) of moves you would like to set up. We will then schedule you with a one-on-one briefing with one of our counselors. Your scheduled counselor will go over your movement entitlements and provide you documents to sign to complete your movement request.

For anyone needing to set up a contracted move (HHG, UB, and NTS) you will have to provide a pickup date no earlier than 21 days from the date of your briefing. 30 days may be required during our peak season months (April through August). This leeway will assist our booking office, the Joint Personal Property Shipping Office-North East (JPPSO-NE) in securing the pickup dates requested.

Requested pickup dates are not guaranteed.

NOTE: Short notice requests will be handled on a case by case basis.

The DPS System

Within the entire DoD, the Defense Personal Property System (DPS) is the system for setting up movement requests. This system can be accessed by going to www.move.mil.

DPS gives you the ability to:

- Self-counsel anytime, anywhere, as long as you have a computer and Internet access.
- DPS is Compatible with several operating systems/browsers. Check your Browser compatibility through the www.move.mil website. Make sure to turn off the pop-up blocker from the "Tools" menu.
- Update your contact information (i.e., phone numbers, addresses, emails) as your relocation progresses. This is vital so the moving company can contact you during the relocation process.
- Check your shipment status.
- View your net weight.
- Check storage days authorized or remaining.
- Request delivery or a temporary storage extension.
- Evaluate your moving company, and; start/complete a loss and damage claim.

Even if you visited our office in person you will need to acquire a DPS user id/password. Start by submitting a request for an ETA (Electronic Transportation Acquisition) password via www.move.mil. Just click on "DPS Login/Registration Process" followed by "DOD Service Member and Civilian Registration."

Shipping/Storing Your POV

POV shipments are only authorized for certain Overseas (OCONUS) PCS location. Some restrictions include but are not limited to Korea (rank requirement), and Japan (must be made before 1976). While you may not be authorized a POV shipment, you may be authorized storage. Your authorization can be found on the back side of your PCS orders. You are limited to only one POV shipment per military member.

The shipment and storage of your POV is not done through the TMO office. You will need to contact the closest military Vehicle Processing Center (VPC) to your location. **NOTE FOR STORING POV'S: YOU MUST VISIT THE OUR OFFICE TO RECEIVE A STORAGE AUTHORIZATION LETTER BEFORE VISITING THE VPC.** We will need your orders and vehicle registration. The details of the Chesapeake VPC are below. You will need to schedule an appointment with them for shipping/storing your POV.

International Auto Logistics

1215 Executive Blvd.
Chesapeake, VA 23320
(757) 320-4254

www.pcsmypov.com

Open Mon – Fri 0800-1500

Required Documents: 3 copies of orders, VIN or chassis#, 3 copies of a letter of authorization from the lien holder (if financed), and 3 copies of the current registration.

Vehicle must have less than ¼ of a tank of fuel. It must be clean (inside, outside, underbelly, and engine compartment). The vehicle cannot have leaks or severe damage.

Quality Assurance

We have a team of Quality Assurance (QA) experts available for any carrier issues you may run into on the pickup or delivery of your shipments. Our area of responsibility covers from Hampton/Newport News all the way up to Richmond. ***If you experience issues on the other side of the water (Norfolk, Suffolk, VA Beach, etc.) you will need to call the Norfolk QA office at (757) 443-3700.*** If the movers do not contact you in a timely manner, do not perform a pre-move survey, do not show up on your move date, or you encounter problems with moving personnel at your residence, immediately contact our QA office at (757) 764-4151 or DSN 574-4151.

Completing Your Customer Satisfaction Survey (CSS)

Expect weekly CSS email reminders starting 7 days after delivery. How you evaluate your moving company directly impacts whether they receive more or less DOD household goods business in the future! Your participation ensures we select only quality moving companies. For more information, visit http://www.move.mil/dod/claims_css/css.cfm.

If you have technical problems when completing your CSS, call to do a phone survey at 800-462- 2176 Opt 5, Commercial 618-589-9445 (Mon-Fri 0800-2100 or Sat 0900-1500 CST). Have your Government Bill of Lading (GBL) number available, which can be found in DPS under the Shipment Management tab or on paperwork provided by the moving company.

Additional Information

Below are some key phone numbers and websites to help you with your move. If at any time you have any questions regarding your move please contact our Customer Service section at the numbers below.

Langley AFB Personal Property Customer Service:
(757) 764-7868/7869
DSN: 574-7868/7869

Langley AFB Quality Assurance Office:
(757) 764-4151
DSN: 574-4151

After hour's emergency support:
(757) 876-2632

JPPSO-NE Customer Service:
(781) 225-3700 or DSN: 845-3700

In the event of loss or damage to your property you would need to file a claim against your carrier in DPS (exceptions are NTS and local move shipments) within 75 days. If there are any disputes you would have to contact the Base Legal Office or the USAF Claims Office below.

USAF Claims Office:
<https://claims.jag.af.mil>
Email: AFCSC.JA@us.af.mil

www.move.mil provides an abundance of information on movement entitlements along with movement preparation tips.