

## **FREQUENTLY ASKED QUESTIONS**

### **If I know or think I'm over my weight allowance, what can I do to protect myself from being incorrectly charged?**

You can request a witnessed reweigh or witness the reweigh yourself. You need to make sure all PBP&E is listed on the inventory with a weight beside each item. You the member are not charged for the weight of your Pro gear, towards your movement entitlement. For additional information please contact your local PPPO/Counseling Office for the answer.

### **What is the difference between Non-Temporary Storage and Temporary Storage?**

Non-Temporary Storage (Long Term Storage) is the storage of your personal property when you go overseas or if all your belongings won't fit into your barracks/on-base housing. Temporary Storage or Storage in Transit (SIT) is the temporary storage of your household goods. Your shipment will be placed in SIT when you arrive at your new location but are not ready to receive your household goods (e.g. looking for a house, etc). The shipment may remain in SIT for up to 90 days, with extensions possible with proper justification beyond the initial 90 day period.

### **Who do I call if I'm having problems with the movers while they are packing or unpacking my house?**

If you have any problems, questions or concerns regarding the moving services being provided by the moving company, you should immediately contact the Katterbach Quality Control Branch at DSN467-2478/7234/2564 Comm: 0980283-XXXX Monday - Friday, 0800-1700 hrs (except German/US Federal Holidays). For assistance between 1700-2100 hrs please contact the on-call duty official at 01721439335/01721433475/01721454386.

### **Am I required to feed the moving crew, give them beverages, or tip them for their work?**

There are no requirements to provide food or beverages to the movers. You may choose to offer the moving crew food or non-alcoholic beverages, but it is not required. Tipping the movers for their services is neither suggested nor recommended.

### **How important is it that I complete the survey at the end of my move?**

Your feedback regarding the quality of the moving service that you received is important to us. The information that you provide will allow us to focus on critical concerns and take appropriate punitive action, as well as improve the service provided to customers who will be moving in the future. Please visit [WWW.Move.mil](http://WWW.Move.mil) for more information on completing this survey..

**Why is it necessary for me to provide my enroute e-mail address and / or my enroute cell telephone #s to my origin and destination Personal Property Offices?**

From time to time, it may be necessary for us to contact you with important information regarding the status of your shipment. Having your enroute email address or telephone number is important. When you arrive at your destination or update your contact information, you can edit your personal information in DPS through [www.move.mil](http://www.move.mil). Also, when your shipment arrives we want to be able to notify you of this right away, there is a Three hour notification window to set up delivery quickly, once your property arrives at the destination agent location. If we are unable to contact you within these timeframes, the shipment will be placed into storage and (especially during the busy summer season) could delay your desired delivery date.

**What are the work hours for the moving crews?**

The movers are required to arrive to your residence between the hours of 8:00 am and 5:00 pm. In accordance with the Defense Transportation Regulation, once they arrive and begin services, they may work until 9:00 pm at which time you should decide whether or not to allow them to continue.

**My paperwork says the required delivery date is such and such date - does that mean my HHG will be delivered on that day?**

Your shipping documents will provide you a Required Delivery Date (RDD). This date reflects the "no-later than" date that your carrier must have the shipment to the destination agent and available for delivery. The RDD does not mean that the agent must deliver the property to your residence NLT the RDD. Please remember that if the shipment has not arrived by the RDD, you are entitled to then file an inconvenience claim with the carrier for reasonable out of pocket expenses that you may incur. Ensure that you retain any and all receipts to expedite this process.

**Could you give me an overview of my entitlements for storage and shipping, for my military retirement and who do I need to talk to if I want to extend my shipping entitlement for my retirement move/storage?**

Yes, please visit the Katterbach Transportation Office for further information pertaining to your case.