

# Relocation Assistance Guide

Provided by the Airman and Family Readiness Center  
Fairchild Air Force Base  
(509) 247-2246 DSN 657-2246  
[www.fairchildfamilysupport.org](http://www.fairchildfamilysupport.org)



## **In Case of Emergency While En Route**

If you need emergency financial assistance while en route, you may contact the family center of ANY branch of the military. Go to, or call, the nearest military installation. You will most likely reach the base operator, who can transfer you to the family center. If it is outside of duty hours, the operator can put you through to the Command Post.

If there is no military installation nearby, you may contact the American Red Cross.  
<http://www.redcross.org/> or Phone: (202) 303 – 5000

If you have a medical EMERGENCY (danger of loss of life or limb), call for emergency assistance. (911 if in the United States). Then, contact your regional Tricare within 24 hours, or have someone call for you.

If you will be delayed in getting to your new installation, be sure to contact your sponsor and/or your new supervisor.

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**Web Addresses – Federal endorsement of any non-government sponsored websites not intended**

<a href="http://planmymove.mhf.dod.mil">http://planmymove.mhf.dod.mil</a>	Military Homefront, Plan My Move
<a href="http://www.militaryinstallations.dod.mil">www.militaryinstallations.dod.mil</a>	Installation-specific information
<a href="http://www.militaryonesource.com">http://www.militaryonesource.com</a>	Good resource for all topics
<a href="http://www.move.mil">http://www.move.mil</a>	Defense Personal Property website (TMO)
<a href="http://www.defensetravel.dod.mil/site/allowances.cfm">http://www.defensetravel.dod.mil/site/allowances.cfm</a>	BAH, COLA, DLA, OHA, Perdiem
<a href="https://dtod.sddc.army.mil/default.aspx">https://dtod.sddc.army.mil/default.aspx</a>	Official travel distances
<a href="http://www.dfas.mil/travelpay.html">http://www.dfas.mil/travelpay.html</a>	DFAS Travel Pay
<a href="http://www.defensetravel.osd.mil/dts/site/index.jsp">http://www.defensetravel.osd.mil/dts/site/index.jsp</a>	Defense Travel System (DTS)
<a href="https://efinanceworkspace.wpafb.af.mil/SSNEntry.aspx">https://efinanceworkspace.wpafb.af.mil/SSNEntry.aspx</a>	PCS In-Processing System (PIPS)
<a href="http://www.defensetravel.dod.mil/site/travelreg.cfm">http://www.defensetravel.dod.mil/site/travelreg.cfm</a>	Joint (Federal) Travel Regulations
<a href="https://eim.amc.af.mil/org/92ja/jad/default.aspx">https://eim.amc.af.mil/org/92ja/jad/default.aspx</a>	Claims Smooth Move briefing on Sharepoint
<a href="https://claims.jag.af.mil">https://claims.jag.af.mil</a> ; <a href="https://aflegalassistance.law.af.mil">https://aflegalassistance.law.af.mil</a>	Air Force Claims; Legal Assistance
<a href="http://apps.mhf.dod.mil/esat">http://apps.mhf.dod.mil/esat</a>	e-sponsorship website
<a href="http://www.amc.af.mil/amctravel/index.asp">http://www.amc.af.mil/amctravel/index.asp</a>	AMC Travel; Space Required, Space-A
<a href="http://www.usps.com">http://www.usps.com</a>	U. S. Post Office
<a href="http://www.globalsecurity.org/military/facility/index.html">www.globalsecurity.org/military/facility/index.html</a>	Global Security info, by installation
<a href="http://www.state.gov">www.state.gov</a>	Official site for each state; use 2-letter abbr
<a href="http://www.dmv.org/military-drivers.php">http://www.dmv.org/military-drivers.php</a>	Unofficial DMV Guide
<a href="http://dodlodging.net/">http://dodlodging.net/</a>	Air Force and Navy Lodging
<a href="http://www.armymwr.com/travel/lodging/lodging_locations.aspx">www.armymwr.com/travel/lodging/lodging_locations.aspx</a>	Army Lodging
<a href="http://www.tsa.gov/">http://www.tsa.gov/</a>	Air Travel Rules
<a href="http://www.uso.org">www.uso.org</a>	United Services Org. – rest stop at airports
<a href="http://www.irs.gov">www.irs.gov</a>	Internal Revenue Service
<a href="http://www.ahrn.com/">http://www.ahrn.com/</a>	Automated Housing Referral Network
<a href="http://www.MilitaryHomesToday.com">http://www.MilitaryHomesToday.com</a>	Link to all Privatized Housing locations
<a href="http://www.homeloans.va.gov">www.homeloans.va.gov</a>	Veterans' Admin. Home Loans
<a href="http://www.hud.gov">www.hud.gov</a>	Houses offered by HUD
<a href="http://www.nmfa.org">www.nmfa.org</a>	Nat'l Military Family Assn.
<a href="http://www.militarychild.org">www.militarychild.org</a>	Military Child Education Coalition
<a href="http://www.tutor.com/military">www.tutor.com/military</a>	Free tutor/resume help for member/family
<a href="http://www.dod.mil/mtom/">http://www.dod.mil/mtom/</a>	Military Youth on the Move
<a href="http://www.dodea.edu">www.dodea.edu</a>	DoD Education Activity
<a href="http://www.fns.usda.gov">www.fns.usda.gov</a>	WIC - Women, Infants & Children
<a href="http://www.tricare.osd.mil">www.tricare.osd.mil</a>	Tricare
<a href="http://www.ucci.com">www.ucci.com</a>	United Concordia Dental Programs
<a href="https://www.whereismypov.com/">https://www.whereismypov.com/</a>	JPPSO site for status of shipped POV
<a href="http://travel.state.gov/passport/passport_1738.html">http://travel.state.gov/passport/passport_1738.html</a>	U.S. State Department
<a href="http://www.xe.com/ucc">www.xe.com/ucc</a>	Currency Converter
<a href="http://www.usafe.af.mil">www.usafe.af.mil</a>	USAFE (U.S. Armed Forces in Europe)
<a href="http://www.hqusareur.army.mil/rmv/regulations/aep190-34.pdf">www.hqusareur.army.mil/rmv/regulations/aep190-34.pdf</a>	Driving Guide for Germany
<a href="http://www.transcar.de/">http://www.transcar.de/</a>	Ship Vehicle to Europe - mbr expense
<a href="http://www.msepjobs.com/">www.msepjobs.com/</a>	Military Spouse Employment Partnership
<a href="http://www.military.com/spouse">www.military.com/spouse</a>	Military Spouse Career Center
<a href="http://mscn.org/">http://mscn.org/</a>	Military Spouses' Career Network
<a href="http://msccn.org/">http://msccn.org/</a>	Military Spouse Corporate Career Network
<a href="http://www.petswelcome.com">www.petswelcome.com</a>	Travel with pets, pet-friendly hotels
<a href="http://www.travelpets.com">www.travelpets.com</a>	Pet friendly hotels, tips
<a href="http://www.dmdc.osd.mil/rsl">www.dmdc.osd.mil/rsl</a>	Nearest Military ID card facility

## **SPONSORSHIP**

Sponsorship is a key step in the relocation process. It reduces stress and contributes to mission effectiveness. Effective sponsorship must be a joint venture between you and the appointed sponsor from your new duty station.

You must keep your sponsor advised of your reporting date and the specific needs of yourself and family. Your sponsor provides information on your new duty location and assists with your needs. Your sponsor's responsibility does not end upon your arrival at the new duty station; his/her responsibility ends when you are settled into your new community.

**If you are not contacted by your sponsor within one month (two months if going overseas) of your departure date from Fairchild AFB, you should contact your gaining unit.** If there is still no response from your sponsor, please contact the Fairchild Airman and Family Readiness Center for assistance.

## **Sponsorship Awareness Guide**

### **Information You Provide To Your Sponsor**

- Your current address, phone numbers, email addresses
- Your spouse's current address (if different from yours)
- Your date of departure from current duty station (update sponsor of changes)
- Your mode of travel to the new duty location
- Your anticipated date & time of arrival at new duty station (update sponsor of changes)
- Your address and phone number while on leave, if applicable
- Your family will/will not join you at your new duty station
- Name, age and gender of your children
- You do/do not have pets; type of pets

### **Questions to ask your sponsor**

- When is the best time to reach you?
- What do you wish you had been told before you arrived/when you arrived?
- Can you get me a PSC box? If not, what is the General Delivery Address?

### **Arrival Information**

- How far is the airport from the installation?
- Are you (or your representative) picking me and my family up at the airport?
  - If not, how do we get to the installation?
  - How much money do we need for transportation to the installation?
  - Will you have a car seat (booster seat) for my child/children?
- Where do I report when we arrive at the installation?
  - Where do I report if we arrive after duty hours?
- Will you make lodging reservations or do I need to make the reservation?
  - How much does it cost per night?
  - Will a crib be available for my small child?
- Where can I keep my pet(s) while living in temporary quarters?

### **Dormitory Information**

- What are the dorms like? Will I have a roommate?

- How far are the dorms from the dining facility, duty section, commissary/BX?
- What's available in the dorms (kitchen, TV, games, lobby area, cable TV)?
- Will I be required to have a meal card?

### **Housing Information**

- What is the current waiting time for housing based on my rank and family size?
- What are the procedures for permissive TDY for house hunting?
- If base housing is not readily available
  - Is there a section of the community that is better than others to live in?
  - Are there any apartments/houses for rent in the vicinity of the installation?
  - What is the average cost of rent in the community?
  - What is the average cost of utilities in the community?
  - How much money will we need for deposits and hook-up fees?
  - What is the average cost of buying a home in the community?

### **Transportation Issues**

- How far is it to the closest/biggest city? Is public transportation available to the city?
- Is on-base transportation available?
- Will I need to register my vehicle there? Will I/my spouse need a new driver's license?

### **Family Concerns**

- What employment/educational opportunities are available for my spouse?
- Where would we find information regarding schools in the local community?
- Is childcare available on the installation?
  - Is there a waiting list? How long for my child's age group?
- If childcare is not available on base, is it readily available off base?
  - Is childcare reasonably priced in the community?
  - Are there any childcare facilities that are better than others?
- Is my spouse invited to join me for the base in-processing?
- Are there any classes/seminars for new spouses to the local community?
- Is there a spouse's group in the unit; on the installation?

### **Working Environment**

- Can you tell me what my work schedule will be? What is the work environment like?
- Do we go TDY (support AEF rotations/exercises)? If so, how often and for how long?
- Will I be on a mobility team?
- Are there other trainings I will attend?

### **Community Awareness**

- How is the cost of living?
- What activities are available on base and in the local community?
- What is the weather like?

**NOTE:** Check the Military Installations website – many of these questions may be addressed.

## Relocation Resources Available through the Airman and Family Readiness Center

**Military Homefront, Military Installations:** Websites dedicated to relocation. Military Homefront has a 3-month PCS checklist and many other tools. Military Installations is maintained by the family center at each installation and has installation-specific information.

**Loan Closet/Airman's Attic:** Basic household items available for loan as you PCS; donate or select donated clothes, toys, furniture, household items year-round.

**Appointments:** Individual or family appointments and/or referral to the appropriate agency. Crisis, financial, relocation, employment, transition, deployment, family care plan, volunteer, education, Exceptional Family Member information & referral, consumer information.

**Smooth Move:** Seminar provides relocation information. Representatives from base agencies present briefings and answer questions. Spouses are encouraged to attend.

**Sponsorship:** If you have not heard from a sponsor at your new installation, try contacting your new unit or the e-sat website for assistance. Still need help? Contact the A&FRC.

**Personal Financial Management/Air Force Aid Society (AFAS):** Relocating may involve lowered income, unexpected expenses, or increased expenses. Get help with budgeting, debt management/rapid repayment, TSP, other financial matters, or apply for an emergency loan.

**Employment Assistance:** Support for member/family members with achieving short and long-term employment, education/training, and career goals. Provide employment skills counseling to prepare for local and long-distance job search, resources for self-employment, small business, and entrepreneurial efforts.

**Volunteer Resource:** Discover what volunteer positions are available. Volunteering can help you meet people, learn or enhance job skills, develop a network; all while having fun and helping others in the process! The Air Force Aid Society may pay childcare for on-base volunteers.

**Child Care for PCS:** The Air Force Aid Society pays 20 hours of child care for children of active duty USAF members during the 60 days prior to departure and/or 20 hours during the 60 days following arrival at the gaining installation.

**Military Child Education/School Liaison Officer:** Information and referral regarding local school districts and other educational options. Assistance with school-related concerns.

**Exceptional Family Member Program (EFMP), Information & Referral:** Get connected in your new community! Learn about resources, support groups, more.

**Discovery Center/Resource Center:** Computers, telephones, copiers, FAX machines; access your e-mail, work on your resume, or search for employment.

**Personal & Family Readiness:** For deployment, TDY or remote tours, provide support and activities for family members – may include child care, morale phone calls, car service, more.

**Military and Family Life Consultant:** Moving can be stressful on all members of the family! Free, anonymous consultations to deal with many issues. (509) 435-1992; (888) 755-935

## **BENEFITS AND ENTITLEMENTS**

Benefits and entitlements are indicated on orders, and are determined by the Joint Federal Travel Regulation (for military members) and the Joint Travel Regulation (for civilians). **The information listed below is generally applicable for military personnel on PCS orders** – check with the respective agency or website for specific authorizations based on your orders. Members approved for Expanded Permissive PCS incur all expenses associated with the PCS.

**TRAVEL TIME** – You are given duty time to move to your new installation

- The number of travel days on the orders is computed for private auto travel only. Authorized travel days do not allow time for travel to leave locations; take leave for that.
- Authorized travel days are based on mode of transportation
  - When travel is by commercial means (plane, bus, train) the number of authorized travel days is usually 1 day for CONUS moves
  - When traveling by private automobile, one day of travel time is generally allowed for each 350 miles of official distance
  - When using mixed modes of travel, private auto distance will be computed first, then commercial hours will be totaled to determine allowable travel time
- Member is limited to the actual travel time **used, not to exceed the allowable travel time** for the transportation mode. For example, if you are authorized 4 travel days but only use 3 days, you will be paid per diem (see next page) for 3 days.

**TRAVEL PAY** – The government pays for your move, and for family members on orders.

### **Modes of Travel:**

Commercial Plane/Bus/Train - The government will provide your ticket from losing to gaining installation. If you travel indirectly, i.e. take leave en route, you will pay any excess cost.

Private Auto Travel (POV or POC) - If you drive, the government will pay you Mileage Allowance in Lieu of Transportation (MALT) from Fairchild to your new base, and per diem (see next topic) for authorized and used travel days. If relocating family members (on orders) in conjunction with the PCS move reimbursement for two vehicles, if used, is authorized.

- MALT, per authorized vehicle = official distance in miles multiplied by \_\_\_ cents  
(subject to change)

Mixed Travel (Part Commercial travel, part POV) – A three-way cost comparison is conducted:

- (1) authorized amount if you had used POV for all of trip,
- (2) government cost if commercial transportation had been used for all of the trip, and
- (3) actual expenses. You must provide your receipts for cost comparison.

If your actual expenses (3) were less than either POV travel (1) or government cost (2), you will be reimbursed actual expenses.

If your actual expenses (3) were more than (1) and (2), you will be reimbursed only the amount of (1) or (2), whichever is greater.

**Meals & Lodging While in Travel Status:** Money given to subsidize meals and lodging expenses is called per diem. Per diem is based on the actual or authorized travel time, whichever is less. There are several components to per diem:

- Meals & Incidental Expenses (MI&E) – varies by locality
- Lodgings rate - Maximum dollar amount for lodging that is reimbursable in that area
- Flat rate – Dollar amount (see below) paid per authorized day of POV travel

When traveling by privately owned vehicle (POV) Flat rate per diem is used:

- Per diem for member is \$\_\_\_\_\_ per day. Get current amount from Finance.
- 75% of member's per diem for authorized family members age 12 and older
- 50% of member's per diem for family members under age 12
- Spouse receives member rate when non-concurrent travel is authorized and used

When travel is by commercial means, the member is paid per diem of 75 % of the Meals and Incidental Expenses (MI&E) at the rate for the new permanent duty station, one day only. Authorized family members are at 75% or 50% of member rate, depending on age. When traveling by commercial means and an overnight delay is necessary, per diem is computed at the Lodgings rate plus the MI&E rate for the delay point.

**GOVERNMENT TRAVEL CARD** - use for authorized travel-related expenses. Review the requirements, restrictions, and penalties prior to use.

**More PCS-Related Income** - Relocation benefits and entitlements may vary by service, rank, family status, living quarters, etc. Member should contact the appropriate Finance Office or PIPS, prior to obligating any government or personal funds, for determination of benefits and entitlements.

- Temporary Living Expense (TLE) – To reimburse some costs of temporary lodging, within the immediate area before departing the losing installation and after arrival at your new stateside installation
  - Up to 10 DAYS for CONUS to CONUS moves (10 days **combined**, both bases)
  - Up to 5 DAYS during CONUS to overseas moves (at the CONUS location – see the Overseas Specific section of this booklet for OCONUS information)
  - Lodging receipts are required, and a non-availability statement from Lodging if off-base
  - NOTE: Although not reimbursed for 30 days, most members are authorized to stay in Lodging, if available, up to 30 days.
- Dislocation Allowance - Paid to help offset initial moving–related expenses such as utility deposits, hook-up fees, curtains, area rugs, etc.
  - Not payable for members assigned to dorms, who do not relocate their dependents, or for retirement or separation moves
  - Receive in advance, or with your travel pay at your gaining installation
- Advance of Basic Pay - Advance pay is intended solely for use in meeting moving expenses. Use your advance travel allowances before you request an advance of basic pay. An advance of basic pay may also be obtained at your new base within 180 days.
- Advance of Housing Allowance - This advance is made at your new PCS station to meet extraordinary expenses in obtaining or occupying other than government-type quarters.

**File Your Travel Voucher** - Permanent Change of Station In-Processing System (PIPS) PIPS is used upon arrival at the new duty station for the Financial Services In-Processing briefing and travel voucher requirements. Members must access PIPS on a CAC-enabled computer. PIPS includes information and links for finance topics.

**PERSONAL PROPERTY** – When you PCS, the government pays to get your belongings to your new installation (and/or into storage, if authorized) within the weight limits authorized. See the AF Move website, and TMO for additional information.

**Household Goods (HHG)** – your personal, household, and yard items, and motorcycle

**Privately Owned Vehicle (POV)** – your automobile, truck, van

**Transportation Management Office (TMO)** – the base point of contact for shipment/storage

Go through your belongings. Get rid of what you don't need – have a garage sale or donate to Airman's Attic. Make a detailed inventory of all that you keep; see the next section for more on inventory. Unless you are moving yourself, the movers will wrap and box your items.

You may move some or all of your HHG yourself and receive payment; and/or, the government may schedule a government-contracted carrier (moving company) to handle packing, transportation, storage and delivery of your HHG. Within weight and size limits, and only if authorized in advance, you may be reimbursed for the cost to mail your personal property.

**Personally Procured Move (PPM)** - When you move some or all of your HHG yourself, it is called a Personally Procured Move (PPM), formerly called a DITY move. TMO must provide **advance approval** and counseling if you are participating in the program. You transport and unpack some or all of your household goods yourself in exchange for a cash incentive. There is no minimum weight restriction, nor is there a requirement to use any particular type of vehicle. The payment is determined by weight of the household goods you transported and by official distance; TMO can provide a dollar estimate at your counseling appointment. [note: The incentive payment for a PPM is subject to federal withholding tax.]

**Storage** - The government provides two kinds of storage: temporary (short term) and non-temporary storage (long term). TMO can tell you which type of storage, if any, applies to you.

**Weight Allowance** - Some factors that affect the weight entitlement are: location, service, rank, details on your orders, etc. TMO will provide you with details; schedule a briefing as soon as you receive your orders.

**Professional Books, Papers, And Equipment** - When required to perform official duties, some items are considered professional books, papers, and equipment. These items are moved at government expense in addition to authorized weight allowances. You must identify them to the carrier as "Pro-Gear", and make sure they are listed on the carrier's inventory sheets as such. A computer qualifies as Pro-Gear, but not items such as bookcases, desks, file cabinets, or sports equipment. Legislation is pending to authorize Pro-Gear for spouse.

### **Valuable Tips**

- Have expensive and valuable items appraised, especially artwork, heirlooms, expensive collectibles, and expensive jewelry. The government will not pay for appraisals, but consider this part of your investment in case of loss or damage.
- Don't ship valuable items such as jewelry, coins or coin collections, or items of great sentimental value such as photo albums. Pack them in your suitcase and hand-carry them, as well as your purchase receipts, photos, and appraisals.
- As a minimum, never pack receipts, photos or appraisals in the box with the item.

### **Things To Have Accomplished Before Moving Day:**

- Have your belongings organized by shipment:
  - Unaccompanied baggage and/or Household Goods – TMO provides details
  - Professional books, equipment
  - Items to go into storage, if applicable
  - Authorized consumable items (for some overseas locations)
- Dispose of trash and items to be discarded, including perishable food
- Ensure your residence is clean and organized. Carriers can refuse to pack and pickup your items if your household goods and home are not clean and organized
- **Items which are not to be packed MUST be locked up, put in the car, in a neighbor's house, etc.** You don't want your plane tickets, keys, etc to be packed!
- Do not leave cash, jewelry, or other expensive items unattended
- Make arrangements for children and pets for moving day. You need your attention on the movers, you don't want to risk an injury to children if they are underfoot, and you don't want an animal to get loose
- Have friends or neighbors over to help you while the movers are at your home
- Empty, defrost, and wash the inside of a refrigerator and/or freezer. Leave doors open at least two days to keep mildew to a minimum in transit or in storage
- Drain water from hot tubs and waterbeds
- Drain gasoline, oil, and water, and remove the battery from power-driven equipment such as a moped, motorcycle, or lawn mowers
- Remove TV antenna; disconnect and prepare all electronic components for the move
- Disconnect major appliances. If plumbing, electrical, or carpentry work is needed, you must arrange for the work and pay the charges
- Remove personal property from attic, crawl space, or similar storage areas

### **Your Responsibilities At Origin**

You (or the representative you have designated in writing) must be at home when the movers arrive. You are the best judge of whether or not you are receiving a quality move, so it's important you be on the scene. Some points to remember:

#### Watch your items being wrapped and packed:

- Make sure that everything is wrapped individually and adequately
- Make sure that heavy items are not packed on top of light items
- Identify contents left in drawers. Be sure the inventory reflects this
- Assure that each carton and unboxed item (ladder, rakes, etc.) has an inventory tag
- Make sure that the packers write adequate descriptions of the contents on the boxes themselves and later on the inventory. While the packers do not have to list every item, they should write the general category of the items on the boxes and on the inventory
- Make sure the items that would not logically be packed in a certain box are specifically listed. Examples: tools packed in a box marked clothes; lamp in a box marked garage
- A common concern is that there were a lot of packers and it was too hard to watch everything. You or your agent have to exercise some control and authority. Get help if necessary. If all else fails, make a statement on the inventory describing the problem.

#### Read your inventory carefully before you sign:

- A good inventory shows what you shipped and what condition the item was in. If your inventory is inaccurate, tell the carrier's representative and write down why you disagree at the bottom of the inventory in the space marked for exceptions
- Make sure all boxes and all items not in boxes are listed

- Be sure your professional items and authorized consumable items are identified as such on the inventory
- If a box contains crystal, make sure the inventory says "crystal" not "kitchen items"
- High-value items must be listed on the inventory
- Make sure the descriptions of major items are complete and accurate. For example, if the packers list "color television," it should have the make and serial number
- Check the symbols listed for pre-existing damage. The key is in the top right corner of the inventory. Example: "BR 2-4-5-3" means "Broken, bottom front left corner"
- Do not argue with the carrier's representative. If you have a problem, call TMO at once
- Do not sign anything until you read, understand, and agree with it
- Never sign a blank form, an incomplete form, or a form that you do not clearly understand. You must be provided with a legible copy of everything you sign

### **Carrier's Responsibilities At Origin**

The carrier is responsible for packing and preparing all your property for shipment and must:

- Protect appliances against damage while in transit. This means the carrier will secure moving parts which, if allowed to move in transit, could damage the appliance
- Use new, clean packing materials for linen and bedding; use new, or like-new, packing materials for all other items
- Pack mirrors, pictures, and glass tabletops in specially designed cartons
- Wrap and protect all finished surfaces from marring or scratching. Usually, this is accomplished through the use of furniture pads
- Properly roll and protect rugs and rug pads at residence. Only small rugs may be folded
- All nuts, bolts, screws, small hardware, and other fasteners removed by the carrier will be placed in a box or bag. If a box is used, parts will be identified by the article prior to placement in the box. A single "Inventory Item No." with a description of articles contained within must be listed on the inventory
- Mark each carton with general contents. Prepare an accurate, legible inventory
- Remove all excess packing material from your residence

### **Your Responsibility At Delivery**

You or your releasing agent must be at home on the day of delivery. Again, it is a good idea to arrange for children and pets to be elsewhere. You must:

- Know in advance where you want each piece of furniture placed. The mover is required to place each piece only one time
- Check each carton or item off the inventory
- List any damaged or missing items on the DD Form 1840, provided by carrier
- Refuse to sign for services not performed
- Call the destination transportation office if problems arise

### **Carrier's Responsibilities At Delivery**

At the time of delivery, the carrier must:

- Unpack and unwrap all cartons, boxes, and crates
- Place each item or carton in the room you indicate. This includes placement of unpacked articles in cabinets, cupboards, or on the kitchen shelving when convenient and consistent with the safety of the article(s) and proximity of the area desired by you.
- Assemble all furniture and equipment disassembled by the movers at origin
- Remove packing and blocking from appliances. The carrier is not required to connect appliances to electric, gas, or water outlets

- Remove all packing material resulting from the unpacking
- Jointly with you, make a written record of any loss or damage on the DD Form 1840, sign the document, obtain your signature, and leave three copies with you

NOTE: Carriers are not required to go into an attic crawl space or similar storage area.

### **Words Of Caution**

- It is important that you not sign any delivery documents (the inventory, DD Form 619, or DD Form 1840) until the carrier's representative has completed everything required.
- If at any time during the delivery and unpacking you think you are not receiving the quality of move the government is paying for, call the TMO. If it seems necessary to call, do so before signing any documents and before the carrier's representative leaves

**After Delivery**, make sure to complete the online customer satisfaction survey, using the website provided by TMO.

### **Privately Owned Vehicle (Pov) Shipment**

- **Overseas Shipment** - See the "Overseas Specific" section of this booklet for information on shipping a vehicle overseas.
- **Continental United States (CONUS) Shipment – Arranged by Transportation Office** - A member ordered on PCS between CONUS permanent duty stations may be authorized transportation of one POV when the member is physically unable to drive or there is insufficient time to drive and report to the new duty station as ordered. Inability of a dependent to drive does not satisfy this criterion. (These situations rarely occur)
- **Continental United States (CONUS) Shipment – Arranged by Member** - The government may authorize transportation of a Privately Owned Vehicle (POV) between CONUS permanent duty stations when it is advantageous and cost-effective for the government. Contact the TMO for criteria

## WHY SHOULD YOU HAVE A CURRENT HOUSEHOLD INVENTORY?

Play this “game” - sit in your kitchen and make a list of everything in the living room. Now go to the living room and see how many items you forgot! If you had a loss during a move or in a fire, flood or other disaster, you would receive NO MONEY for items not listed. Think about how much it would cost to replace everything - and that was just one room! (It is imperative to have renter’s insurance or homeowner’s insurance year-round)

With a complete inventory, you will maximize the money you receive to replace those items. A complete inventory consists of three things:

- A detailed list
- Proof of ownership
- Proof of value; value is determined by the age of the item, original cost, current condition and/or a professional appraisal, especially for antiques, jewelry, artwork, collectibles, oriental carpets, and other one-of-a-kind and specialty items

Detailed List:

- Make an itemized list of collections, of small items, and of items that are easily pilfered – movies, CD’s, tapes, stamp collections, book collections, jewelry
- Create or buy an inventory notebook; many are organized by room. List all items including pertinent details. Add pictures or appraisals
- Use the household inventory data program in Access, or purchase another database program
- Include model and serial numbers for electronics

Proof of Ownership; a combination of methods is usually best:

- Save receipts of major item purchases – furniture, appliances, electronics, jewelry, etc. Include the date, price, item name and serial number on the receipt. Save receipts in a folder, or scan them and burn them onto a CD
- Take pictures of high-value items. For each, write the date, condition, purchase price, serial number. If possible, include a family member in the photo and a newspaper showing the date. If applicable, have the item turned on, showing that it is in working condition
- Make a video of all areas. A family member in the picture gives more proof that the item was yours; include a newspaper showing the date. If possible have the item turned on, showing that it is in working condition. The advantage of a video camera over a photo is that you will capture on film small items that could be easily overlooked – clothing, wall decor, plants, toys. Also, you can talk on tape, adding details as you go
- With any of these methods, it is important to keep the inventory updated. You should review your list at least at every PCS; most insurance companies recommend that you review it every 6 months. The more current and complete it is, the more justification you have to receive a fair and quick settlement

A few extra tips:

- Don’t forget to inventory places like the basement, garage, attic, shed, or patio
- Make a copy of your inventory to store elsewhere; if your entire household is destroyed or lost it does you no good to have a complete inventory if it also is destroyed. Send it to someone in another part of a country, or put it in a safe deposit box
- Review the coverage on your homeowner’s/renter’s policy – it may be time to revise it

- Have certified copies of important documents (wedding/birth certificates, car titles, certain contracts), and maintain them in an alternate location
- Give duplicates of irreplaceable photographs such as wedding and baby pictures to someone else. No amount of money can replace these sentimental items!
- Borrow or buy an engraver to mark bikes, grills, electronics, etc with your driver's license number. If stolen and recovered, you can get it back and the thief can be prosecuted.

**CLAIMS INFORMATION** – See the Air Force Legal Claims website for information. While the majority of PCS moves are uneventful in regards to damages, sometimes an item gets damaged, or is missing upon delivery of the shipment. If this occurs, you may file a claim for reimbursement – contact the Legal Office at your new base if you have questions.

You must control the packing and inventorying of your household goods, at the losing installation and at your new location. If items are not listed on the inventory, you may not be paid for them when you file a claim. If you cannot provide adequate information as to value and condition of the item, you may not receive fair compensation.

**The DD Form 1840/1840R** - This is a pink form, and is critical in the HHG claims process.

- The DD Form 1840 is the front side of the form and is filled out at delivery. Although many moves are rushed, you should take all the time you need to list any loss or damage that you noticed during delivery
- The DD Form 1840R is the reverse of the DD 1840, and is filled out after delivery, for any missing or damaged items you note. Be sure to reverse the carbons

### **Dates To Remember For Household Goods Claims**

The DD Form 1840 (pink form) should be filled out at delivery

Full Replacement Value (FRV) protection changes the way you file claims and the time limitations you have. The following are crucial filing deadlines:

- **75 days from delivery** - File your DD Form 1840R (pink form) directly with the carrier (or **70 days from delivery** - You can file your DD Form 1840R with the base legal office to forward to the carrier)
- **9 months from delivery** - File your claim directly with the carrier for Full Replacement Value protection
- **2 years from delivery** (but after 9 months) - File your claim directly with the Claims Center under the old rules – will default to depreciated value

**High Value Items** – antiques, artwork, collections, etc

- You must have substantiation of ownership and value for expensive and valuable items. A professional appraisal and photographs are usually necessary.
- **DO NOT SHIP** jewelry, coins, stamp collections, etc. Hand carry these items, or mail them to yourself, insured.

## Depreciation

Full replacement coverage is now provided at no additional cost. You will file the claim with the carrier. The following article is from the Air Force Legal Office:

### **What does Full Replacement Value Mean for Your Next PCS? The Air Force Claims Service Center gives Straight Answers**

1. The DoD has entered into contracts with the carrier industry called "Full Replacement Value" (FRV). This new way of moving **significantly changes** how claims are filed and processed and promises **major financial benefits to members!** Note the **new filing deadlines** to ensure you timely file your claim and are made whole for any damage/loss you may have suffered.
2. The FRV applies to **shipments with a pick up date** on or after: 1 Oct 07 for international shipments (to/from OCONUS), 1 Nov 07 for domestic shipments within the United States, and 1 Mar 08 for Nontemporary Storage (NTS) and Direct Procurement Method (DPM) Shipments.
3. Once FRV takes effect, you will file your claim directly with the carrier.
  - If an item is lost or destroyed, the carrier should pay to replace it with a like item (usually that would be a new item but it could be used). Therefore, instead of being paid the depreciated value of the lost or destroyed item, you'll get paid to replace the actual item. The carrier will still require you to prove its value and quality and will likely want you to provide evidence of what it will cost to replace it.
  - If the item is damaged, the carrier can request you get estimates for repair, get their own estimates, or repair it themselves. **Note: If you file your claim with the carrier within 9 months of delivery, do not get repair estimates unless the carrier requests that you do so first; otherwise, you may not be reimbursed such costs. Also, ensure you file your claim with the carrier within 9 months even though there may be a pending issue concerning obtaining repair estimates. You don't want to miss the 9-month mark!**
  - You'll still have to file the pink forms (DD Form 1840R) with the carrier to notify it of any damage or loss discovered within 75 days of delivery. **Note: If you want the base legal office to send the pink forms to the carrier with the additional damage/loss noted, you must turn the forms in to the legal office within 70 days of delivery. Failure to timely turn in the pink forms may prevent you from recovering for the additional loss/damage.**
  - **You will now have 9 months to file your claim directly with the carrier to get FRV. This is a significant change to the rules!** However, if you file your claim beyond the 9-month mark and under 2-years, you will not get FRV. Your claim will still be adjudicated but standard depreciation and maximum allowable rules will apply. This means that you will likely get significantly less money than you would have if you had filed within the 9-month period! As always, if you don't file your claim within 2 years, your claim will be barred by the statute of limitations.
4. The carrier will pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim. If you agree with the way a carrier handles an item, you sign a legal release for those items and take your money for that item. The carrier will complete payment to you within 30 days of receipt of notice that you have accepted a full or partial settlement.
5. For every item on which you don't agree with the carrier's offer, you can file with the Air Force Claims Service Center.
  - The Center will pay you appropriate repair or depreciated value and then it will try to collect the FRV from the carrier.
  - If the Center collects more money from the carrier than you were paid (this could take up to 6 months), it will pay that extra money to you.

**For questions, call Air Force Claims Service Center at DSN 986-8044 or 877-754-1212**

**DETAILS FOR LIVING** - The next section of this booklet contains information on how to coordinate the aspects of your life, other than the duty responsibilities.

### **How To Keep It Organized**

- \_\_\_\_\_ Compile and HAND CARRY an individual record for each family member with important documents
- \_\_\_\_\_ Compile and HAND CARRY a family record file with important documents
- \_\_\_\_\_ Make sure you have duplicates of car, luggage or any other important keys
- \_\_\_\_\_ Get a Power of Attorney for a friend/family member to complete any unfinished business
- \_\_\_\_\_ Give copies of your travel plans with date, route, contact phone numbers and any important documents to a friend, sponsor and/or relative

### **Housing: (Non-Dormitory)**

- Notify the housing office or your landlord of your pending move. Follow procedures as written on your rental contract. Give a forwarding address
- Verify that any deposit you are owed will be returned, and when you can expect to receive it
- Make arrangements to rent or sell your home in the area
  - Automated Housing Referral Network (AHRN) - allows rental properties to be posted on the website
  - Military Moving Station (MMS) - a relocation management service (not a real estate company) which educates/guides/protects military families who buy & sell homes
- Request housing information from the housing office at your new installation, from your sponsor, or through AHRN or MMS
- Look at the Military Installations website for on- and off-base housing information
- Apply for military family housing prior to your arrival; complete DD Form 1746, and request FAFB housing forward it to your new duty station. You will get on the housing waiting list effective the day you out-process Fairchild
- Find out what you will receive for Basic Allowance for Housing (BAH) at the new base
- Find out if they have the Rental Partnership program – no deposit for military
- If you may be buying a home, get your Veteran’s Administration Certificate of Eligibility
- When deciding on location consider: proximity to base, school district, safety in neighborhood, distance to civilian spouse’s work or college, average utility bills, etc.
- House Hunting Trip - permissive TDY for the purpose of house hunting *may* be authorized. A maximum of 10 days (as a TDY and return), authorized by losing commander; a maximum of 8 days permissive TDY for house hunting, authorized by gaining commander after sign-in.
- Military members must go to the housing office prior to signing any lease agreement

### **Mail:**

#### Preparing to Depart

- Ensure your sponsor gets you a Post Office Box number, or a General Delivery address
- Change the address/hold mail/forward mail for all family members - at post office or online
- Make arrangements to pay all bills on time
- Make a list of your online contacts if you will be without your computer while in transit
- Upon Arrival to New Residence

- Get a post office box if living on base. If off-base, you will have a residential mailing address
- Give your new address to any former post offices which may need to forward mail
- Give your new address/email/phone to creditors, financial institutions, magazine subscriptions, insurance, former employer, former utilities, former landlord, friends, family
- Upload your new information (address/phone/email) to your online contacts

### **Utilities:**

#### Preparing to Depart

- Inform all utilities, including cell phone/pager company, of pending move:
- Give cut-off date
- Request a letter of credit be sent to your current address before you depart the area
- Verify that any deposit you are owed will be returned, and when you can expect to receive it; give forwarding address

#### For Arrival –

- Set start date
- Request waiver of deposit for military or if you have a letter of credit
- Find out the average monthly bills
- Ask if you can set the payment due date, to balance your budget over your pay days

### **Medical/Dental:**

#### Preparing to Depart -

- Get hard copies of all records available to you, and hand-carry them
- Family members should remain enrolled in the Tricare region to which they are currently assigned until they arrive at their new location
- Verify that your new location will have the services you need; consider asking your current provider for a referral, if appropriate
- If possible, complete anything that is “pending” – test results, braces, physical, immunizations, etc
- Prior to leaving, take care of all routine medical needs (including well-baby physicals and immunizations). These are not covered when you are out of your local region
- Get a “vacation pack” of any prescription medication taken regularly. (Family members must pay for any prescriptions required en route, and then file a claim for reimbursement)
- If you need medical care while out of your region, you need to call back to your region for authorization – be sure to carry the toll-free number. You should call PRIOR to receiving medical care, unless it is an emergency endangering loss of life or limb. If it is such an emergency, call 911 immediately, and call back to your Tricare region within 24 hours (or have someone call for you)
- Enroll in the Special Needs Identification Program (SNIP), if applicable

#### For Arrival – Take care of this before you need it!

- Hand-deliver records to medical facility; go to the local Tricare office to change enrollment and select new primary care provider
- Make any appointments necessary – immunizations, physicals, dental, etc.
- Go to SNIP if applicable

## **Education/Child Care:**

### Preparing to Depart -

- Hand-carry children's and adult school records. If the school will not give you the originals, at a minimum carry a photocopy, or have the school FAX copies to the new school district
- If near the end of the school year, find out if your child has attended enough days to receive credit and be promoted to the next grade
- Coordinate with teachers to see about exams that may need to be taken early, and schoolwork that can be done while en route to the new installation
- For high school and college coursework, obtain a description (often in the school or registration booklet) of the class material – this will assist the counselor in the new school to determine appropriate placement and credit transfer
- Inform child care provider of upcoming move. Review contract for financial concerns

### For Arrival –

- Find out school schedule for year, school day start/end times, lunch program/policies, supplies needed, uniforms/dress code, grade placement, transfer of credits, school district “ratings”, bus transportation, after-school activities
- Research child care options, based on child's age, quality of care, fees, proximity to work/home/school. Many states have a database for off-base providers

## **Community:**

### Preparing to Depart –

- Notify of your upcoming departure, give forwarding address, return/pick up all items from: Library, video stores, newspaper, dry cleaners, church, consignment stores, sports teams, any group to which any family member belongs
- Complete or delegate unfinished commitments – church, sports, civic groups, etc.

### For Arrival

- Determine if you should/may pre-register in the new community for activities such as sports teams, music/dance lessons, etc.

## **Driving Privileges:**

### Preparing to Depart –

- Renew your state driver's license if applicable; WA residents (members and family) should get “Military” stamp on their license
- Renew state auto registration if advisable
- Renew state vehicle inspection if advisable
- Follow procedures to notify base security that vehicle will be relocated
- Find out what your insurance costs will be, based on new location; revise budget
- Prepare vehicle (s) for alternate climate if applicable – snow tires, chains, heater block, anti-freeze, windshield wiper fluid, etc.
- Ensure vehicle is in safe condition for trip – tires, brakes, radiator, oil, washer fluid, etc
- Check spare tire for tread condition and proper inflation. Ensure tire jack is available
- Stock vehicle with emergency supplies – first aid kit, flashlight, flares, water (for radiator, as well as for drinking), warm clothing, food, winter weather supplies if applicable

### For Arrival –

- Inform auto insurance carrier of new address
- Register vehicle (s) on the base; Register vehicle in state if required
- Obtain a new driver's license if required
- Obtain and review local driver license manual, even if not required. Traffic laws may differ
- Determine privileges and license requirements and restrictions for teens, if applicable
- Obtain a vehicle inspection if required. The base service station may offer it

### **Financial:**

#### Preparing to Depart -

- Determine if you will open a new Direct Deposit account at your next base. If so:
- Don't close your old account until after your pay starts going to the new account
- Be sure all checks have cleared your account before closing the account
- If you had any automatic withdrawals or deposits going to the old account make sure to update the information
- Develop a plan to cover the out-of-pocket expenses for your move
- Develop a budget based on income, entitlements and expenses at your new location.
- Develop a budget without spouse income; adjust if/when spouse becomes employed
- Financial counselors at every installation will help you with a budget or spending plan, and have the computer program PowerPay to assist in planning payments on your debt

#### While en route – to reduce expenses:

- Stay at lodging/billeting at military installations (usually no pets)
- When staying at a commercial hotel, request military rate, and
- Request waiver of taxes because you are traveling on government orders (not all localities waive taxes)
- For vehicle break-down or other emergency, contact ANY nearby military installation, or the American Red Cross (usually listed under "A" in the telephone book)

### For Arrival –

- Give your new address/email/phone to all financial institutions
- Determine if you will open a new account for Direct Deposit. If so:
- When you order checks have only your initials and last name put on them. If someone takes your checkbook they won't know how you sign your checks
- Put your work phone # on your checks
- If you have a P.O. Box use that; if you do not have a P.O. Box, use your work address
- Don't have your Social Security Number printed on your checks; write it in if necessary
- Make sure all direct deposits, automatic withdrawals, etc are updated with new financial information, including address, routing number and account number
- Every service has an emergency relief society for financial assistance. Go to the family center for assistance – at a minimum, every military family must have food, shelter, and utilities

### **Typical PCS-related Costs:**

- Pet costs - shipping, boarding and quarantine of pets, pet carrier, health certificates, and higher hotel costs. Some overseas locations have animal quarantine regulations (Hawaii, Guam and England). A maximum of \$550 (total, not per animal) may be reimbursed
- Extra amounts incurred for shipping a vehicle
- Added costs assessed for exceeding shipping weight allowances
- Costs for mailing clothing or household items to your new location
- Cost of transportation - gas, oil, tolls, parking fees, bus/taxi fares, rental car, airfares, etc.
- Charges for renting additional roof racks and trailers
- Tips at restaurants, airports, taxis, etc.
- Selling or purchasing a home and lease expenses
- Payments to break a lease
- Any repairs, replacement or cleaning costs to clear a rental property or on-base quarters.
- Fix-up costs, sales commissions, legal fees, closing costs, apartment finder fees, etc.
- Pre-move house hunting expenses
- Pre-move job hunting for spouse
- Any repairs or routine maintenance necessary to make your vehicle ready for a long trip
- Any accessories, snow tires, etc needed for your car for the new location
- New clothing for you and your family if your new location has a different climate
- Temporary lodging
- Food expenses, while you have no kitchen
- Security deposits and hook-up fees for utilities, if not waived
- Security deposit for apartment or home rental – often 1-2 months rent cost, if not waived
- Pet deposit or fees
- “Settling in” costs, which can include stocking food, cleaning supplies and preparation of the house (i.e. paint drapes/curtains, rugs, and furniture)
- Vehicle and renter’s insurance may increase at new location

### **Financial Record Keeping**

Maintain complete records – you should be able to account for all money, including any advances, and all time relating to your PCS. Use a notebook to record your expenses, document telephone calls, and keep a chronological record of your move. Use an envelope to collect receipts; keep all receipts – it is better to have too many than to throw out what you will need.

With good records, you should be able to complete your travel voucher easily. This is used to account for any advances you may have received, to file for Dislocation Allowance, authorized travel time and travel days, and any other entitlements for reimbursements you should receive.

By comparing your total expenses (from your record-keeping) with your reimbursed expenses (from your travel voucher receipt), you can determine the amount of your un-reimbursed expenses. This amount is most likely tax-deductible.

For more information on relocation and your taxes contact your base legal office, a qualified tax consultant who has experience with military benefits, or the Internal Revenue Service (IRS).

## **FAMILY MEMBER EMPLOYMENT:**

### Preparing to Depart-

- Civilian spouses often become unemployed due to a PCS
- Determine if a transfer within the company is possible
- Give at least 2 weeks notice to your employer; write that you are resigning to accompany your military spouse – this may make you eligible for unemployment compensation
- Ask for a written reference
- Ask if you may use the company/individual as an employment reference
- Request a copy of all training records, awards, special achievements, etc
- Give a forwarding address for paycheck and tax withholding statements
- Go to the Airman and Family Readiness Center for assistance with job search
- Register and search for jobs online through the state employment site
- Use the websites provided for military spouse employment
- Military spouses may have Spouse Preference or Spouse Priority for jobs

### For Arrival -

- Job search help is available at the family center on base - preparing a resume, interview skills, local job opportunities, information about local employers, local job market
- Research the requirements to transfer your professional certifications
- Update your paper and electronic resumes with new address/phone/email
- Find out if you will qualify for unemployment benefits until you locate a new job
- Determine if your new location has a training program you are interested in
- Your family may qualify for the WIC (Women, Infants & Children) or other programs
- Consider becoming a volunteer until you find employment - it's a way to "get your foot in the door," or to develop/stay current on job skills
- Many job-hunting expenses are tax deductible – keep receipts

## **YOUTH CONCERNS**

Each child will react differently to news of an upcoming move, and will handle the phases of the move in his/her own way. A child who has moved before may react differently than at a younger age. Children at different developmental stages will have varying concerns and coping skills.

Children's concerns generally cover the following areas: leaving friends/making new friends, fitting in at the new location, school and after-school activities, what kids in the new area wear, concern for pets, where will we live, driver license, and availability of their particular interests.

**TIPS:** There are numerous web resources available – start with Military HomeFront

- Minimize stress - if the adults stay positive about the move, the children will cope better
- As much as possible, try to keep a familiar routine
- Find out if there is a youth sponsorship program, or other way to find a friend in advance
- Allow child to have a going-away party – pictures, photo album, T-shirt and markers
- Buy an address book, for old and new friends' information
- Research the new location and find activities that the child enjoys
- Have child help sort and pack their belongings
- Allow child to travel with favorite toy
- Listen to the concerns and worries; help ease the fears
- Within reason, honor requests for decorating new room

## **MOVING WITH PETS**

There are many issues to evaluate, the most important being whether or not to relocate the pet. Considerations include: the pet's age/health/breed, mode of travel, climate, quarantine regulations, travel and kennel expenses.

### **Pet Travel & Health Tips**

- Check whether pets are allowed, or kennel facilities are available. Bring a portable kennel
- Your pet will be more comfortable and less susceptible to injury or illness if groomed
- Perform a daily health check; appetite, energy, and disposition may change. Watch for discharges from the nose or eyes, excessive scratching or biting of any body part, unusual lumps, limping, loss of appetite, abnormal elimination, or excessive water consumption.
- Put your cell phone number on the collar or ID tag; have a recent photo and description
- Never let your dog or cat loose in a new place; don't give an excited pet a chance to bolt

### **Pet Travel Kit**

- Pet's regular food and medication, jug of water/ice; can opener; food/water dishes
- Leash, blanket or bed, favorite toys, treats, comb and/or brush
- A mop-up towel, paper towels or newspaper; scooper and plastic bags to clean up
- Pet first-aid kit - bandages, medications, flea and tick repellent
- Health and rabies vaccination certificates; record of medical history; vet's phone number

### **Travel by Air**

- See the airline website for rules; some breeds do not travel well; airlines may restrict pet travel based on weather extremes
- See the American Veterinary Medical Association, <http://www.avma.org/> for travel tips
- Ask your veterinarian for specific feeding and medication instructions
- Be prepared for the possibility that your pet may need to be shipped separately

### **Travel by Car**

- Take it for a few short rides before your trip; plan to stop every two hours for exercise
- If you must leave your pet in a parked car, be aware of weather conditions
- Hotels/motels have various pet policies, from no pets to no restrictions on pets. Some charge a deposit or a fee, some do not accept animals over a certain weight.

### **Upon Arrival**

- Pets take time to adjust to a new area, sounds, water, and climate. Keep confined or leashed until it realizes that this is the new home. Use familiar food/water dishes, bed, blanket, and toys. Put them in the same sort of location as they were in the old home
- While unpacking, confine pets, or arrange for a pet-sitter or boarding service
- Locate a new veterinarian; get registration tags and new collar ID tags

### **Military Travel**

- Some (free) pet spaces may be available for some OCONUS locations – contact TMO
- For all others, the member will need to file for reimbursement on the travel voucher

### **Tax Deductions**

You can deduct many unreimbursed moving and quarantine expenses (your PCS entitlements may include some quarantine and relocation reimbursement) on your federal income tax return

## OVERSEAS SPECIFIC

In addition to all other countries, Alaska, Hawaii, Guam and Puerto Rico are considered overseas locations for some, but not all, of the items below. If in doubt, ask the appropriate agency.

**Passport** – an official document, in booklet form, issued by the State Department for an individual who wishes to travel outside of the United States and its territories. Unless active-duty, an individual may not be allowed to board an international aircraft without a passport. Generally, both parents must sign for children under age 14.

- “No-Fee” Passport – Paid for by the government
  - Mandatory for all non-military family members to accompany the member to the overseas location. ONLY issued if family member is authorized to be stationed with member at the new duty station
  - A very few locations require the military member to have this type of passport
  - At Fairchild, application is processed through the Military Personnel Flight
- Tourist Passport – optional, paid for by the individual
  - Advantageous for leave travel to additional overseas countries, (member and family members)
  - Application is processed through any main city post office
  - Valid for 10 years
  - It is a good idea for extended family members (i.e. parents) to have a tourist passport, in case of you have an emergency while stationed overseas
- In addition, some countries require a visa – this is permission from an individual country for a person to enter and remain in that country for a certain length of time
- **Time is of the essence** – the passport/visa process can take up to several months, possibly longer for family members who are not United States citizens

**Authorization for Family to Relocate** (Command Sponsorship) – Family members must receive a medical clearance to relocate to the overseas location – this is to ensure that appropriate medical care (and education, if applicable) are available. Family members will not be placed on the member’s orders until medically cleared.

If going on an unaccompanied tour, ensure family is connected to the nearest family center.

### More Questions to Ask Your Sponsor

- ? What is the exchange rate \$\$\$?
- ? Should I exchange dollars into the local currency prior to entering the country?
- ? If so, how much would you recommend?
- ? Are there any special customs/courtesies I need to know before arriving in the country?
- ? Do I/we need a special driver’s license?
- ? Is there anything special I/we should bring?
- ? Is there anything that I/we should not bring?
- ? Is Space-Available travel readily available from the military installation? If so, to where?

## **Personal Property**

Find out from TMO what your weight allowances are—some overseas areas have weight restrictions. If so, the government will store the remainder of your household goods, or ship them to a designated place during your tour. They will be stored at government expense until you return from overseas.

Start making lists to divide your baggage:

- Unaccompanied Baggage – this goes by air
- Household Goods – this goes by ship
- Professional books, equipment
- Items to go into storage if applicable
- Authorized consumables - extra allowance for annual shipment of up to 1,250 pounds/year of consumable items

## **Miscellaneous Tips:**

- Get information on the lowest cost for telephone calls
- Check with your phone provider to see if your cell phone will work
- Obtain/renew U.S. driver's license(s) for you and all family drivers
- Check on driver's license requirements for country of assignment
- Find out if you can get an International Driver's License at your current location and if it will be recognized at your overseas location
- Research pet needs, such as health exams, quarantine, kenneling & travel requirements, if breed is allowed in country, and any housing restrictions
- If the active duty member is going on a remote tour, the family needs to decide where they will live. This will be an authorized separate shipment from the active duty member
- If the active duty member is going on a remote tour, be sure to contact the Airman and Family Readiness Center at Fairchild. Valuable information and benefits are available to assist the member and the family members. If the family will relocate, contact the nearest military installation

## **Shipping a Vehicle**

- You may be prohibited from shipping a leased vehicle overseas. Contact the leasing agent
- If your POV is leased or a recorded lien exists in the U.S., you must provide written approval from the leasing company or lien holder which states that the vehicle may be exported. Contact TMO or the website for detailed guidance
- See TMO and/or the website for more guidance on shipping your POV overseas, to learn if there are any vehicle restrictions/requirements, and for shipping port information
- Have vehicles serviced/equipped with any special equipment for your overseas location
- Purchase extra parts for your vehicles which may be hard to get overseas
- Warranty issues may be difficult to address while overseas
- Contact your car insurance company to verify overseas coverage, cost and other details
- Shipped Vehicle Claims
  - When you pick up your vehicle at the port you should allow plenty of time to thoroughly inspect it for damage and you should carefully note all damage on the DD Form 788
  - You must note any damage at the port that is readily observable. Start the vehicle to ensure it operates and turn on heat/AC, defroster, etc. If you don't note damage that should have been noted at the port, you will not get paid for it
  - If you notice any damage after driving away, report it to the claims office as soon as possible

## **Financial Matters**

- Currency Exchange
  - It's a good idea to have local currency available for food, drink, or transportation to the base
  - You may exchange your money at most banks and international airports
- Travel Pay – Port of Embarkation/Debarcation
  - One night of lodging at each port (the point from which you depart CONUS/the point where you arrive OCONUS), at the local per diem rate, may be reimbursed for a delay in travel while awaiting transportation
- Temporary Lodging Allowance (TLA)
  - TLA is meant to help defray the cost of obtaining hotel or hotel-like accommodations in an overseas area incident to a PCS movement
  - Your new housing office will inform you of the length of your entitlement and local criteria
- Move-In Housing Allowance (MIHA)
  - Paid lump-sum based on a percentage of the Overseas Housing Allowance (OHA)
  - Some areas may add more to cover rental agent's fees, or for security-related enhancements
- Overseas Housing Allowance (OHA)
  - OHA is paid to partially offset the higher cost of housing in designated overseas areas
  - Before you rent or buy a residence overseas, check the website or the local finance office
- Cost of Living Allowance (COLA)
  - To assist with the higher non-housing costs associated with many overseas locations
  - Generally, the amount of COLA received is based on grade, years of service, number of dependents, accompanied status, and duty location
  - Paid on a daily rate and varies with the number of days in the month
  - Rates may vary by payday, depending on the local currency rate fluctuations

## **Medical Matters**

- If feasible, get medical care, dental work, and eye exams/glasses/contacts completed before you PCS
- Bring a copy of your current eye prescription
- Enroll special needs family member in Special Needs Identification Program

## **TRICARE Family Member Dental Plan (FMDP), OCONUS**

Do not disenroll from the dental plan prior to your arrival in the overseas area. You will receive instructions there.

## **CULTURE SHOCK**

Relocation affects some people more than others. Some people encounter feelings of sadness, anger and/or frustration as a result of moving from one community to another. What these people experienced was cultural change, or what is commonly referred to as "culture shock."

Although culture shock is generally associated with international moves, an often overlooked reality is that moving within and around a country can trigger this reaction as well.

In any family, everyone may react differently to the stress and confusion of moving. Any of the following reactions can indicate culture shock:

- Feeling alone and as though you are the only one with a problem
- Changes in eating and/or sleeping habits
- Lack of concentration
- Feeling ill (headaches, stomachaches)
- Feeling angry, argumentative, disappointed or embarrassed

However disconcerting, all of these reactions are viewed as typical of people who are adjusting to life in a new environment.

### **Averting Shock**

Being prepared beforehand will make a tremendous difference in the transition adjustment. Find out as much about your new community ahead of time as you can; some good resources – your sponsor, the internet, housing office, family center, realtors, and the Chamber of Commerce can provide city- or country-specific information. Here are areas that should be researched:

- Cost of living; housing options
- Driving laws /safety issues, weather/climate
- Customs, manners and culture issues
- Health care/education
- Language/currency
- Activities

### **Managing In The New Location**

In addition to learning about the new community, customs and language, here are a few tips to ease culture shock:

- Define goals to pursue
- Routinely share experiences and discuss concerns with the family
- Reach out to make new friends
- Become involved in local community activities
- Invite friends to share country/family celebrations or meals
- Regard new situations as being *different*, instead of whether they are *right* or *wrong*
- Keep a log of new experiences and accomplishments

Consider the personality traits, skills and attitudes that have been useful to you in adjusting to other changes in their lives. These will again prove valuable in the new situation. Even though it is hard to appreciate this when new to a community, people need to think about how their lives will ultimately be enriched by interfacing with people from different backgrounds and beliefs.

## TEST YOURSELF ON...STRESS

Rate yourself on how you typically react in each situation. There is no "right or wrong."

4 – Always

3 – Frequently

2 – Sometimes

1 – Never

\_\_\_\_\_ I try to do as much as possible in the least amount of time.

\_\_\_\_\_ I become impatient with delays or interruptions.

\_\_\_\_\_ I always have to win at games to enjoy myself.

\_\_\_\_\_ I speed up the car to get through amber lights.

\_\_\_\_\_ I am unlikely to ask for or indicate I need help with a problem.

\_\_\_\_\_ I constantly seek the respect and admiration of others.

\_\_\_\_\_ I am overly critical of the way others do their work.

\_\_\_\_\_ I have the habit of looking at my watch or the clock often.

\_\_\_\_\_ I constantly strive to better my position and achievement.

\_\_\_\_\_ I tend to spread myself "too thin" in terms of time.

\_\_\_\_\_ I have the habit of doing more than one thing at a time.

\_\_\_\_\_ I frequently get angry or irritable.

\_\_\_\_\_ I have little time for hobbies or time by myself.

\_\_\_\_\_ I have the tendency to talk quickly or hasten conversations.

\_\_\_\_\_ I consider myself "hard-driving."

\_\_\_\_\_ My friends and/or relatives consider me hard-driving.

\_\_\_\_\_ I have the tendency to get involved in multiple projects.

\_\_\_\_\_ I have a lot of deadlines in my work.

\_\_\_\_\_ I feel vaguely guilty if I relax and do nothing during my free moments.

\_\_\_\_\_ I take on too many responsibilities.

20-30....Chances are you are non-productive or your job lacks stimulation.

30-50....You have a good balance between stress and controlling it.

50-60....You are marginally too tense; you aren't handling stress too well.

60-80....You are a candidate for heart disease.

## **GETTING A HANDLE ON STRESS AND DISTRESS**

Stress (stres), n. physical, mental, or emotional tension. *Recognizing that stress has a lifelong influence on you, what can you begin to do to control stress in your life?*

**WORK OFF STRESS** – If you are angry or upset, try to blow off steam physically by activities such as running, playing tennis, gardening, etc. Even taking a brisk walk or exercising at your desk can help. Physical activity allows you a “fight” outlet for mental stress.

**TALK OUT YOUR WORRIES AND FRUSTRATIONS** – It helps to share worries with someone you trust and respect. This may be a friend, family member, clergyman, teacher or counselor. Another person may help you see a new side to your problem and a new solution. If you cannot talk to anyone, write out your worries and frustrations, then re-read them. You may get a different perspective when you see them in writing, especially if you allow some time between writing and reading.

**LEARN TO ACCEPT WHAT YOU CANNOT CHANGE** – If the problem is beyond your control at this time, try your best to accept it until you can change it. Sometimes you can only change your attitude toward the situation and how you will react to circumstances.

**AVOID SELF-MEDICATION** – Although there are many chemicals, including alcohol, that can mask stress symptoms, they do not help you adjust to the stress itself. Many are habit forming, so the decision to use them should belong to your doctor. It is a form of “flight” reaction that can cause more stress for your system. The ability to handle stress comes from within you, not from the outside.

**GET ENOUGH SLEEP - REST – SLOW DOWN** – Lack of sleep can lessen your ability to deal with stress by making you more irritable. Most people need at least 7-8 hours of sleep out of every 24 hours. If stress repeatedly prevents you from sleeping, you should inform your doctor.

**BALANCE WORK AND FUN** – All work and no play can make you a nervous wreck. Schedule time for recreation to relax your mind. Although inactivity can cause boredom, a little loafing can ease stress. This should not be a constant escape, but occasionally you need a break.

**EXERCISE YOUR MIND AND YOUR BODY** – Activity is a biological necessity and unused muscles and organs lose their efficiency.

**TAKE ONE THING AT A TIME** – It is defeating to tackle all your tasks at once. Instead, set some tasks aside and work on the most urgent, or intersperse with pleasant tasks.

**GIVE IN ONCE IN A WHILE** – If you find the source of your stress is other people, try giving in instead of fighting or insisting you are right. Others may begin to give in too.

**MAKE YOURSELF AVAILABLE** – When you are bored and feel left out, go where the action is! Sitting alone will just make you more frustrated. Instead of withdrawing and feeling sorry for yourself, get involved. Is there a play or musical coming up? Chances are they will need help backstage. Volunteer and someone will probably hand you a hammer or paintbrush. Volunteering gets your mind off yourself and your problems and offers many personal rewards.