



## What's the 7-day Scheduling Window?

Also known as "Spread dates" this refers to the 7-day window during which your moving company is required to **pick up** your shipment. This policy is designed to give you more control over requesting a specific date range to schedule your move.

You can improve your chances of getting moving dates that work best for you by scheduling your move as soon as you receive your PCS orders.

## Pack-Out Dates vs Pickup Date

Your pack-out dates are the day(s) your movers will be in your home to pack your belongings and will always precede your pickup date. Your pickup date is the day your moving company physically removes your belongings from your home. This is an important point to keep in mind, because your 7-day window is only used to schedule your pickup date. Therefore, your pack out dates might be scheduled before your 7-day window begins.

## How will I know my requested dates are approved?

The Defense Personal Property System (DPS) will send you a notification after your shipment has been awarded to a mover with their contact information. If your mover has not contacted you within three calendar days after your shipment was awarded, contact the mover that is listed on the automated DPS email you received. If they don't respond, then contact the transportation office.

## Can my pickup date change?

Once your moving company confirms your pickup date, it will not change without your approval. If your moving company requests a date change and you do not agree with it, immediately contact your transportation office. If your moving company misses your pickup date, you may be eligible for an inconvenience claim.

## Does the 7-day window apply to all personal property shipments?

No, the 7-day window does not apply to non-temporary storage (pickup and delivery) or direct procurement method shipments. Talk with your counselor to ensure you understand the rules associated with your shipment(s).

## 7-Day Window Sample Calculation

**For customers who have completed counseling in DPS prior to 10 Mar 22:** Your 7-day window is calculated beginning with the preferred pickup date you request in the DPS. If your preferred pickup up date is 20 April, your 7-day window will be from 20-26 April.

*Based on customer feedback, the Defense Personal Property Management Office revised this policy effective 10 Mar 22.*

**For customers who have completed counseling in DPS on and after 10 Mar 22:** Your 7-day window is calculated from the "Latest Pickup Date" you request in DPS. If your latest pickup date is 20 April, your 7-day window will be from 14-20 April.

Once you enter your latest pickup date, DPS will automatically enter the "Earliest Pickup Date" field accordingly.

You also will enter your "Desired Pickup Date," which can be any date between your earliest and latest date. The assigned moving company will do their best to accommodate your request, but have the option to choose any date within your 7-day window.

## Weekend or Holiday

Your 7-day window will include weekends and sometimes holidays. However, your mover cannot select these days without your approval. You are not required to accept a pickup date on a weekend or a holiday.

While weekends and holiday requests may be accommodated in some instances, we recommend moving on a weekday to ensure you have support of your local transportation office and industry resources. Please discuss these options during your counseling session when you schedule your shipment.

## **WHO TO CALL FOR HELP**

### **1. Local transportation office:**

<https://installations.militaryonesource.mil/?looking-for-a=program/program-service=2/focus=program>

### **2. Branch of Service Customer Service:**

Army (800) 521-9959      Marine Corps & Navy (855) 444-6683

Air Force (210) 652-3357

Coast Guard  
Contact your TO

### **3. DPS Help Desk:**

Toll Free: 800-462-2176

