

Military Move Coordination – Introduction



The U.S. Transportation Command (TRANSCOM) is a functional combatant command responsible for providing air, land and sea transportation to meet national security needs. The command was established in 1987 and is located at Scott Air Force Base, Illinois. In addition to providing transportation support for the US Department of Defense's global response, TRANSCOM annually manages an

estimated 450,000 personal property shipments associated with personnel permanent change of station (PCS) moves.

This makes US Transcom the single largest moving services customer in the world. Apart from being the largest customer by the sheer volume it provides our industry, US Transcom is also one of our most important customers. We cannot overemphasize the special debt of gratitude we owe our military service members and their families for their selfless sacrifices to defend our freedom.

Military Move Coordination Training Program

While the basics of move coordination apply regardless of customer type, military moves are a special case. Military Move Coordinators are required to have specific knowledge of the regulations that govern military moves.

We will be referring to the extensive and thorough documentation (made available by TRANSCOM) that detail the regulations and instructions for the performance of our work under the respective tenders of service.



Both basic industry knowledge and customer service training are covered in the IAM Learning's Move Coordinator Training Program. We strongly recommend that you complete this program prior to starting this specific training course on US military moving.

Reference Materials



This training program relies on several publications provided by TRANSCOM including:

- Tender of Service
- Defense Transportation Regulations and Related Documents (DTR)
- DTR Shipping Handouts

While the volume of documentation can seem daunting at first, you will learn the value of having specific and detailed instructions that govern the service requirements. It should be

noted that the training is based on the most current documentation as of March 2019. Since the regulations do change periodically, we will provide you with links to TRANSCOM resources where you can access the most current documentation.

Training Segments

This training program will be segmented in the following major ways:

- Voice of the Customer
- Tender of Service
- Defense Travel Regulations
- DTR Shipping Handouts

There is also an optional segment on the Joint Travel Regulations for advanced students.

Conclusion

- For those embarking on a career path in the moving industry, military moving provides a great foundation. The disciplined, well-documented regulations provide excellent grounding for any of the diverse career path options you may wish to branch out into later on.
- We stress the importance of basic industry knowledge, customer service skills, professional business communication skills and general move coordination practices which are key prerequisites to becoming a professional military move coordinator. This training is provided in the IAM Learning Move Coordinator Training Program. We strongly recommend that you take the course.
- This course will focus on the practical aspects of the Defense Personal Property Program also known as DP3. Since a thorough and detailed review of the regulations is not practical, we will point you to the reference documents and teach you how to use these reference documents when access to those details is required.