



Passenger Travel Frequently Asked Questions

Please be aware that entitlements can change over time. While you may have previously taken certain actions, it's important to note that guidance may have been updated since then. TMO is here to assist with your specific situation, but the following are some of our most frequently asked questions.

1. I just got notified of an assignment, how do I start the process?

You can go to the link below to start setting up your PCS travel. If you are having issues with the site, you are more than welcome to stop by our office!

APTR https://usaf.dps.mil/teams/13569/TrafficMGT/PassengerTravelAccessPoint/Site_Pages/Home.aspx

2. I am PCS'ing soon do I have to take the Rotator (Patriot Express)? Why can't I fly commercial?

The Department of Defense prioritizes the Patriot Express for air travel. We'll book your trip from Misawa to Seattle using the Patriot Express first. Commercial flights may be considered only if the Patriot Express cannot meet mission requirements or would impact pet travel. In such cases, a mission impact memo from your unit commander is needed for TMO's approval to solicit commercial avenues, following AFI24-602v1 (paragraph 2.3.1) and DTR 4500.9-R Chapter 103, Part A.2.

3. I am traveling with my pet(s). Do you book pets? Is pet travel funded? Starting from January 1st, 2024, TMO will assist in booking pets on Patriot Express flights. Each family can book a maximum of two pets for Patriot Express travel. Pet bookings are accepted up to 90 days in advance. For commercial travel, SATO will provide your pet information, but you must call the airline to arrange pet travel. All pet travel expenses are your responsibility. Reimbursement for pet travel is available: \$550 for CONUS PCS moves and \$2,000 for OCONUS PCS moves. If quarantine is required at your destination, you can seek reimbursement following AFI 24-602v1 (paragraph 5.4) and the Joint Travel Regulation (section 050107)."

4. I have an exotic pet; can you book them too?

As per AMC and commercial airline policies, only cats and dogs are eligible for booking as pets. If you have any of the following animals, such as rabbits, ferrets, fish, turtles, reptiles, chinchillas, hamsters, gerbils, guinea pigs, birds, etc., you will need to coordinate pet shipping through a third-party shipping company.

Additional Pet Information

Effective from February 1, 2024, AMC will be conducting two P.E. flights per month, instead of the previous four. Given this change, pet positions are expected to fill up quickly. If you have pets, please contact us as soon as possible to secure a position. Additionally, at the end of the FAQ, you will find a list of helpful websites that can assist in shipping pets to your next duty location. These resources can be especially useful in scenarios such as a commercial airline heat embargo, unavailability of pet positions on the rotator, or if you have an exotic pet

Pet Transportation Allowances

Frequently Asked Questions

1. What is the PCS Pet Transportation Allowance?

Answer: A Service member may be authorized allowances associated with the costs of moving with one household pet. For moves within CONUS, the Service member may be reimbursed up to \$550 and for OCONUS, up to \$2,000

2. The new policy on pet transportation allowances is effective January 1, 2024 (see Joint Travel Regulations, par. 050107). How do I determine whether I am eligible for reimbursement of these expenses?

Answer: If you have received PCS orders and have incurred expenses related to those orders, then you may be eligible to receive reimbursement. The basis for determining reimbursement is based on whether or not the effective date of orders is January 1, 2024 or later. See Joint Travel Regulations (JTR), Appendix A for the definition of effective date of Permanent Change of Station (PCS) Order and [“How to Compute a Permanent Change of Station \(PCS\) Order's Effective Date”](#)

Example:

1. Service member detached his/her PDS on December 27, 2023, and took 15 days of leave
 2. Authorized and actual reporting date is January 18, 2024
 3. Less travel days authorized and actually used (7 days) is January 11, 2024
 4. Add 1 day and the PCS Order Effective Date is January 12, 2024
- Result: Since the effective date of the PCS order is on or after January 1, 2024, then the Service member may be authorized pet transportation allowances

3. If I start my PCS in calendar year 2023 and check into my ultimate duty station after January 1, 2024, then am I authorized pet transportation allowances?

Answer: Yes, but only if the effective date of your PCS order is on or after January 1, 2024.

4. Does the detach date from the previous command need to have occurred on or after January 1, 2024?

Answer: No, to be eligible for pet transportation allowances, the PCS order effective date must be January 1, 2024, or later.

5. Do I need to incur pet transportation expenses after January 1, 2024, regardless of when the PCS started?

Answer: No, if you depart the PDS and the effective date of the travel order is January 1, 2024, or later, then pet transportation expenses incurred prior to the PCS order effective date are reimbursable.

Example:

If traveling to Japan, there are several transportation, veterinary, and importation requirements that you will need to complete in preparation for moving your pet. The only determining factor is effective date of the PCS orders.

6. What if I have multiple household pets, may I use the allowance to ship more than one?

Answer: No, the allowance may only be used for one household pet per PCS order. Any additional pets will need to be shipped at your expense.

7. I have two household pets and plan to PCS with both. I was able to fly with one pet on the Patriot Express (a Government-procured airline), but had to ship the other commercially. I have a non-availability letter stating the Patriot Express did not have space for the other pet. The commercially shipped pet were more expensive to ship. Can I choose which pet to apply the allowance?

Answer: Yes, you may choose to apply the allowance to either pet. If you ship a pet for \$250 on Patriot Express and ship the second for \$1,000, you may choose whether to request reimbursement for either the \$250 or the \$1,000.

8. I am a mil-to-mil couple, are we both able to take advantage of this allowance?

Answer: Yes, if a mil-to-mil couple are traveling on separate PCS orders, then both are authorized to pet transportation allowances (two household pets total).

9. Can I be reimbursed the hotel pet fees using this allowance?

Answer: Yes, hotel pet fees are a valid expense to be reimbursed.

10. What is considered a household pet?

Answer: The JTR defines a household pet as a cat or dog.

11. What documents do I need for reimbursement?

Answer: You must provide required receipts and a non-availability letter from the office processing the transportation request if Government transportation is not available. See Service-specific guidance for additional voucher requirements.

12. What is a Government transportation non-availability letter?

Answer: A letter provided to the Service member from the office processing the transportation request that authorizes the Service member to personally procure their own commercial travel. Additional questions should be directed to your Transportation Office.

13. When can I ship my pet?

Answer: If the effective date of your PCS order is on or after January 1, 2024, you may ship your pet any time after you are in receipt of orders.

14. The effective date of my PCS orders is before January 1, 2024, and I incurred pet expenses for my PCS, can I seek reimbursement for those expenses?

Answer: No, pet transportation allowances are only authorized if the effective date of the PCS order is on or after January 1, 2024.

15. I'm using circuitous travel (indirect) to my new OCONUS duty station, Government Transportation was not available, I have a non-availability letter, and my pet traveled with me. Are my pet transportation costs reimbursement limited?

Answer: Yes, your pet transportation allowance is limited to the costs of pet transportation directly from old PDS to new PDS (or the limits identified in JTR, par. 050107).

Contact Info & Third Party Pet Transport

<https://starwoodpet.com/military>

<https://thepetporters.com/military-pet-shipping-services.html>

<https://actionpetexpress.com/military-pcs-pets/>

<https://www.happytailstravel.com/military-services>

<https://www.ipata.org/find-ipata-pet-shippers>

<https://continentalpetrelocation.com/military-pet-shipping-pcs.html>

Passenger Travel

Commercial: 011-81-176-77-2947

DSN: 226-2947 or 226-3117 Op. 1

Email: 35LRS.LGRDA@US.AF.MIL

Office Hours: Mon-Fri 0800 - 1130 & 1230 – 1530

Airline Contact Numbers:

Alaskan Airlines: 1-800-426-0333

American Airlines: 1-800-433-7300

Delta Airlines: 1-800-221-1212

Hawaiian Airlines: 1-800-367-5320

United Airlines: 1-800-575-3335

Japan Airlines (JAL): 0570-025-121 or 0367-333-062