

Frequently Asked Questions:

Q: What is the PCS Pet Expense Reimbursement Entitlement?

A: A Service member is eligible to be reimbursed the cost to ship one household pet. For moves within CONUS, they may be reimbursed up to \$550, and for OCONUS they may be reimbursed up to \$2000.

Q: I have multiple household pets. Can I use the reimbursement amount to ship all of them?

A: No, this reimbursement is for a singular household pet per PCS order, and any additional pets will need to be shipped at the member's expense.

Q: I am shipping multiple household pets. I was able to fly with one on the Patriot Express (a Government procured airline), but had to ship the others commercially. I have a non-availability letter stating the Patriot Express did not have space for the other pets. The commercially shipped pets were more expensive to ship. Can I choose which pet I reimburse?

A: Yes, the member is only allowed to reimburse 1 pet, but they are allowed to choose which pet they reimburse. If a member can fly with a pet for \$85 and had to ship the second for \$1,000, they can choose whether to reimburse either the \$85 or the \$1,000.

Q: I am a mil-to-mil couple. Are we both able to take advantage of this entitlement?

A: Yes, if a mil-to-mil couple are traveling on separate valid PCS orders, both may seek reimbursement for a household pet, two household pets total. Each should claim a pet when they file their travel vouchers.

Q: Can I reimburse the hotel pet fees using this entitlement?

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

Q: What is classified as a household pet?

A: A household pet is defined by the JTR as a cat or dog.

Q: What documents do I need for reimbursement?

A: The member must provide **all receipts, including those under \$75**. These receipts must be itemized, if at all possible, include the name of the pet, and if shipped via cargo because of the pet's weight they

must include the weight of the animal. Provide a non-availability letter, if provided, and all documentation submitted to receive the non-availability letter, such as a mission impact statement.

Q: What is not a non-availability letter?

A: Non-availability letters allow a member to book their own commercial travel. Members who have additional questions about non-availability letters should contact their local TMO office.

Q: When can ship my pet?

A: A member can ship their pet as soon as their PCS orders become effective.

Q: I incurred expenses prior to the effective date of this policy, 1 Jan 2024. Can I seek reimbursement for those expenses?

A: No, all travel, expenses, and reimbursement must occur on or after 1 Jan. 2024. The member must be on PCS orders.