

PERSONAL PROPERTY FAQS

• Q. CAN I SCHEDULE A SHIPMENT WITHOUT A TRAVEL ORDER?

A. No. An order is required to authorize the shipping entitlement.

• Q. I AM A FIRST TIME MOVER, HOW DO I SCHEDULE A SHIPMENT?

A. First time movers should always contact our office for detailed instructions on how to process their moves.

• Q. I'M READY TO MOVE. WHAT'S NEXT?

A. Schedule your shipment in DPS located at <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>. Once you submit your shipment, contact your local shipping office to verify receipt.

• Q. IF I NEED ASSISTANCE WITH DPS OR HAVE TECHNICAL ISSUES, WHO SHOULD I CONTACT?

A. You may contact the DPS help desk, 24/7 at usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil or at 1-800-462-2176.

• Q. IS AN EXTRA PICK UP/DELIVERY FROM MY OFFICE OR A LOCAL STORAGE UNIT AUTHORIZED?

A. **Yes.** You are required to declare this at the time of your shipment application. Extra pick up/deliveries must be documented and the addresses must be provided at the time of counseling or annotated in DPS. Additional pick-up/delivery locations must be within a 30 mile radius and not cross state lines of the original pick-up/delivery location. If outside of this area, an additional shipment application must be created.

• Q. HOW LONG AFTER I HAVE SUBMIT MY SHIPMENT REQUEST AND CONTACTED MY SHIPPING OFFICE, SHOULD I EXPECT TO HEAR FROM MY ASSIGNED MOVERS?

A. Typically, you should receive an email from your movers within three business days. If not, you can check the status of your shipment in DPS or call your local JPPSO. JPPSO-MA Fort Belvoir: 1-800-521-9959 or CPPSO Norfolk: 757-443-3700.

• Q. WHO DO I CALL IF I AM HAVING ISSUES WITH MY MOVERS?

A. Contact the shipping office for a Quality Assurance personnel immediately. JPPSO-MA Fort Belvoir: 1-800-521-9959 or CPPSO Norfolk: 757-443-3700.

• Q. I RECEIVED AN EMAIL THAT I MAY BE OVER MY WEIGHT ALLOWANCE. HOW DO I CONFIRM THAT?

A. DPS sends automatic emails when it detects you may be over your weight allowance; however, it does not account for certain deductions. Contact your shipping office for assistance in confirming the final weight.

• Q. HOW DO I REQUEST AN EXTENSION ON MY TEMPORARY STORAGE?

A. Contact your local shipping office for assistance. Visit <https://installations.militaryonesource.mil/?looking-for-a=program/program-service=2/focus=program> to locate your responsible shipping office then scroll to their Regional Processing Office.

• Q. HOW DO I EXTEND MY HOME OF RECORD OR HOME OF SELECTION SHIPPING ENTITLEMENT?

A. Submit your request, your separation/retirement order and supporting documentation to hqppa.ecaf-ext@us.af.mil

A. The entitlement for home of record (HOR) separates expires 180 days and home of selection (HOS) is one-year from the effective separation date.

• Q. IF I NEED TO FILE A CLAIM FOR MY PROPERTY LOSS OR DAMAGE, WHO DO I CONTACT?

A. Submit your claim through DPS with your Transportation Service Provider (TSP). If you encounter issues with the resolution of your claim, contact the Air Force Claims Service Center for assistance. Email: AFSCS.JA@us.af.mil, DSN: 986-8044 or Toll Free: 877-754-1212.

• Q. I DON'T HAVE A TRAVEL ORDER YET, CAN I MOVE MY PROPERTY AND GET REIMBURSED AFTER I RECEIVE MY ORDER?

A. No. The entitlement to move property does not start until a valid travel order is issued. Receipts or weight tickets dated prior to orders issuing date are not valid.

• Q. CAN I USE THE VEHICLE SPECS FOR MY VEHICLE OR RENTAL TRUCK AS AN EMPTY WEIGHT TICKET?

A. No. Weight tickets are required and must be obtained from certified Government, commercial or public scales. A local listing can be retrieved using the following links:

<https://www.publicscaleslocator.com/>

<https://catscale.com/cat-scale-locator/>

• Q. HOW DO I ENSURE I RECEIVE CREDIT FOR MY PROFESSIONAL ITEMS INCLUDED IN MY PPM?

A. Submit an itemized list with estimated weights, that was certified by your origin Personal Property Office.

• Q. CAN I CLAIM MY TEMPORARY STORAGE AT ORIGIN, OR DOES IT HAVE TO BE AT DESTINATION?

A. The JTR allows for SIT (temporary storage) at origin, destination or any point in between.

• Q. WHERE DO I SEND MY PPM DOCUMENTS FOR CLOSEOUT PROCESSING?

A. If you are an active duty member you will submit your documentation to the Personal Property Office at your gaining location. Separation or retirement PPM documents are returned to the origin Personal Property Office by email or in person.

- Q. MY PPM WAS COMPLETED PRIOR TO RECEIPT OF MY TRAVEL ORDER. CAN I NOW SUBMIT FOR REIMBURSEMENT?

A. No. Receipts and weight tickets date prior to travel authorization or order are not authorized.