



PERSONAL PROPERTY QUICK REFERENCE GUIDES

Visit the Personal Property Activity website at ppa.mil for more information.

PREPARING FOR YOUR MOVE

- Update your contact information in the Defense Personal Property System (DPS).
- Ensure your residence or pickup location is clean and accessible.
- Set aside and secure anything you do not want packed.
- Disassemble outdoor equipment (swing sets, utility sheds, antennas, etc.); disconnect major appliances; ensure belongings are clean and dry; remove items from walls; remove property from storage/crawl space.
- Drain motorized equipment of all gasoline. Disconnect the battery and tape ends with electrical tape to prevent sparking.
- Take photos/videos of your goods as a record of everything you own and to provide evidence of condition and working status.
- Get appraisals on your high-value items or antiques.

YOUR MOVING DAYS

- Keep all hand-carried items (car keys, jewelry, cash, cell phones, etc.) and documents containing personal information (ID cards, orders, move paperwork, passports, etc.) in a secure place, out of sight, so they don't get packed.
- Ensure the inventory form shows the true condition of all your goods and note inaccuracies on the form BEFORE signing.
- Verify inventory is correct BEFORE your goods are loaded on the truck or placed into wooden containers.
- Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the truck leaves to ensure all items are packed and there is no damage to your home. If there's damage to your home ensure you document it on the Real Property Damage Form.

YOUR DELIVERY DAY

- BEFORE delivery day, ensure that a reweigh is conducted if you requested and/or qualify for a reweigh if your shipment is close to or over your max weight allowance.
- Check-off each tag number from your inventory list as each item is offloaded from the truck.
- Document with the moving company obvious loss or damage to your goods.
- Dispose of packing materials if you decline to have the moving company unpack your goods.
- Report any loss or damage to your moving company within 180 days of delivery in DPS for HHG or appropriate form for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

For a complete list of your responsibilities, visit: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf

- Contact you within three business days after shipment award to confirm your pickup date (or one business day for short notice shipments).
- Provide a point of contact to answer any questions regarding your move.
- Conduct a pre-move survey with you at least five days after shipment award but no later than nine days prior to the first scheduled pack or pickup date.
- Request crating for any special items through your local TO.

- Treat you, your home, and your belongings with respect.
- Arrive between 8 a.m. to 5 p.m., and finish work by 9 p.m. (unless you approve otherwise).
- Prepare an accurate, legible handwritten or electronic inventory of all your personal property including pro-gear and gun safes.
- Identify in writing your high-risk or high-value items.
- Disassemble items to ensure safe transport, except items like gym equipment and outdoor items, such as swing sets, other playground equipment, television and radio antennas, and similar articles.

- Contact you at least 24 hours before arrival to confirm you can accept delivery. After two failed attempts to reach you, six hours apart, the moving company will request the TO's approval to move your goods to temporary storage.
- Unpack all your items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery (unless you direct otherwise).
- Use original inventory from origin to verify delivery at destination.

ADDITIONAL TIPS:

- Always consult your local TO for guidance on your specific entitlements and move options.
- Thoroughly research and understand all documents before signing them to avoid potential issues during your move. Do not sign a document if you feel unsure.
- For more information on what to expect during packing, loading, and delivery, visit our [PCS 101 Guide](#).

SPECIAL CONSIDERATIONS:

- If shipping or storing firearms in a locked container, keys or combinations must be provided; additionally, firearms manufactured after 1968 without a serial number will not be packed in your personal property.
- Remove all lithium batteries from electronic items. For more info see our [Lithium Battery fact sheet](#).
- If moving or storing a POV, visit [PCSMYPOV.com](#) for more information and tips.
- For residential damage, filing personal property or inconvenience claims visit the [PPA Claims Guide](#).



WHO TO CALL FOR HELP

1. Local transportation office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. Branch of service customer call centers:

Army: 520-706-8613 Navy: 855-444-6683 Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO

3. Personal Property Activity Call Center:

833-MIL-MOVE (833-645-6683)

PPA Customer Call Center: PCSCallCenter@mail.mil / DPS or MilMove Technical Help: transcom-ppa-dtsc@mail.mil

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determine which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any mobile device (laptop, smartphone, or tablet).