



INVENTORY YOUR PERSONAL PROPERTY

MAY 2026

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

During your pack-out day(s), your moving company will create an inventory of your belongings with either a legible, hand-written paper copy or an electronic inventory, though an electronic inventory is optional.

A good inventory shows what you're shipping, the location of specific contents (e.g., motorcycle helmet – attached to motorcycle), and the condition of your item at the time of pickup. If your inventory is inaccurate, tell the movers, and write down why you disagree at the bottom of the inventory in the space marked for "REMARKS/EXCEPTIONS." Do not sign anything until you read, understand, and agree with it. Never sign a blank, incomplete, or illegible inventory, or an inventory you can't clearly understand. Your signature, written or electronic, indicates the accuracy and completeness of your inventory and may be used to determine loss or damage if a claim is submitted. A complete and accurate inventory is key when filing a claim.

Tips for Creating an Inventory

- Ensure major items (e.g., stereo equipment/components) and "all electronics" (e.g., computer equipment, gaming consoles) are individually noted on the inventory with complete and accurate descriptions, which includes size/dimensions, make, model, year, and serial number.
- Obtain appraisals on your high-value items (e.g. antique furniture, artwork, heirlooms) and ensure these items are annotated on the High-Risk/High-Value Inventory.
- If your mover is leaving contents in furniture drawers, tool boxes, chests or other such items to be shipped, ensure your inventory reflects this.
 - If removed hardware (nuts, bolts, screws, fasteners) is packaged separately, then these items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs. (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").
 - Ensure all cartons and loose items (e.g., ladder, rake) have an inventory tag and all tag numbers appear on your inventory.
 - If you are moving to an overseas location, ensure all tamper-evident seal numbers are annotated on your inventory.
- If a box contains crystal or fragile items, ensure your inventory says "crystal" or "ceramic figures," etc., instead of a generic description such as "kitchen items" or "glass."
- If you are shipping Professional Books, Papers, & Equipment (PBP&E) or "PRO-Gear" you should ensure these items are identified as "M-PRO" for military members or "S-PRO" for spouses on the inventory. The boxes containing your PBP&E/Pro-Gear items must be marked accordingly.
- If you are shipping firearms, ensure the firearm information for each is written on your inventory: make, model, year, serial number, unique characteristics, and caliber or gauge.
 - If you are shipping a gun safe(s), ensure the make, model, and weight of the gun safe(s) is provided to your personal property counselor and written on your inventory. Ensure safe is unlocked and provide movers either key or combination for access.
- If you are authorized to ship consumable goods, your inventory should identify them as "Consumable Items." Please contact your local TO for details. (This is for those assigned to a permanent duty location with a consumable goods allowance and is in addition to the authorized HHG weight allowance. Consumable goods are prohibited from being stored in Non-Temporary Storage.)
- Closely check the string of symbols for all items listed on your inventory showing pre-existing damage. An explanation of these symbols is located in the "Descriptive/Exception/Location Symbols" section of the inventory.
- Verify your inventory is complete and accurate BEFORE each item is loaded on the truck and prior to you signing it. Your mover must allow you the opportunity to review your inventory.
- **Ensure the movers provide an electronic or paper copy of your inventory prior to departing!**

Tips for Delivery Day

- Check each carton or item off the inventory as the truck is unloaded.
- Ensure the movers provide an electronic or paper copy of your final inventory prior to departing.
- **Contact your local TO if you have any problems during your delivery.**



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:	Navy:	Marine Corps, Air Force, Space Force,
520-706-8613	855-444-6683	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 computer or mobile device.