

CHAPTER A-406

STORAGE

A. STORAGE IN TRANSIT (SIT)

1. General. The procedures described in this chapter apply to Web-Enabled Transportation Operational Personal Property Standard System (ETOPS) and current Defense Personal Property System (DPS) programs. Storage of all personal property must be in accordance with (IAW) the Joint Travel Regulations (JTR), Chapter 2 (para. 0205), Shipment and Storage of HHG While on TDY, Chapter 3 (para. 032903), HHG Storage for a Service Member on TDY for an Operational Deployment or Contingency Operation, and Chapter 5, Permanent Duty Travel. For Coast Guard Civilian employees, it is IAW the Federal Travel Regulation (FTR), Chapter 302, Relocations. The procedures described in this chapter apply to legacy Transportation Operational Personal Property Standard System (TOPS) and current Defense Personal Property System (DPS) programs. SIT may be authorized by the Personal Property Shipping Office (PPSO) under the Missions, Roles, and Responsibilities section of this regulation. SIT may be used when it is necessary to meet the customer's requirements. Although SIT normally is used at the destination when a shipment arrives before the customer has established a delivery address, it also may be used at the origin or at an intermediate point when considered by the PPSO to be in the best interest of the customer and the Government. The Transportation Service Provider (TSP) must use a DoD-approved warehouse.
2. SIT Warehouse Approval and Inspections. The Storage Management Office (SMO) is responsible for the approval and inspection of all storage warehouses in the Continental United States (CONUS), Alaska, Hawaii, Puerto Rico, and Canada. The PPSO in the overseas area is responsible for accomplishing warehouse approval and inspections within their area of responsibility (AOR).
3. SIT Warehouse Non-Use Actions.
 - a. The Storage Management Branch, with the assistance of CONUS PPSOs, will place SIT warehouses into non-use for failure of warehouse inspections and failure to adhere to policies and procedures IAW Appendices A-D and A-E of this regulation, as well as those rules in the Defense Personal Property Program Business Rules.
 - b. PPSOs (OCONUS, excluding Hawaii, Alaska, Puerto Rico, and Canada) will place SIT warehouses in their AOR into non-use for failure to adhere to policies and procedures IAW Appendix A-D and Attachment A-E-1 of this regulation, as well as those rules in the Defense Personal Property Program Business Rules.
4. SIT Period.
 - a. SIT for employees will be IAW JTR Paragraph 054307, Storage in Transit (SIT). For Coast Guard Employees, it will be IAW FTR Part 302-7. If the employee presents circumstances that warrant storage beyond the amount authorized, the employee must request (in writing) a review/adjudication through the Service Agency Civilian Personnel Office/Order Issuing Official. Requests for additional storage must be presented well enough in advance of entitlement expirations to allow normal disposition of property at the expiration of the entitlement.
 - b. SIT for members may not exceed 90 days unless additional storage is authorized IAW JTR Paragraph 0518, HHG Storage, A.2.

- c. IAW JTR 0518, HHG Storage, unless otherwise prohibited in the JTR, a member whose HHG are in Non-Temporary Storage (NTS) is authorized SIT at any combination of (1) Origin (place of NTS), (2) Transit, or (3) Destination, in connection with (ICW) transportation from NTS. PPSOs are required to identify any number of days SIT is utilized at the origin and the remaining number of days SIT is authorized at the destination on the bill of lading (BL). The PPSO must refrain from entering “SIT is not authorized” on the BL for property released from NTS, in the event that SIT becomes necessary at the destination for circumstances beyond the member’s control and/or to ensure the TSP can off-load property in the event the member is not available to accept delivery.

DD Form 1857, Temporary Commercial Storage at Government Expense, [Figure A-406-1](#), must be used for each extended 90-day period. When SIT is extended, the PPSO must notify the TSP of the extension and the new projected termination date. Extension, justification, and approval can be maintained in DPS, electronic document storage, or hard copy.

5. Customer Notification of Pending SIT Entitlement Expiration.

- a. The PPSO will generate a SIT expiration report each week to identify lots expiring within 30 calendar days. All contact attempts will be recorded on the Personal Property Storage Management Notification, [Figure A-406-7](#).
 - (1) The customer must be notified by the responsible PPSO 30 calendar days (see NOTE below) prior to the termination of authorized SIT and conversion subject to the customer’s expense. Notification may be made by any means available (e.g., postal mail, electronic mail, documented phone call, fax, installation locator). The PPSO must establish a suspense date of 20 calendar days (see NOTE below), prior to expiration, for the additional following actions.
 - (2) Prior to expiration, the DPS/PPSO notification must advise the customer of the necessity to procure private insurance, as well as recommend that the customer and warehouseman conduct a joint inspection of the shipment and complete Loss and Damage AT Delivery Form, [Figure A-406-2](#) (for DPS shipments). The customer must be advised that the cost for the joint inspection is a customer’s expense.
 - (3) If contact has not been made, the PPSO will send a second notification via electronic or regular mail to the last known address not later than 20 calendar days before expiration.
 - (4) If contact has not been made, the PPSO must request assistance from the customer’s unit or the civilian personnel office not later than 15 calendar days prior to the entitlement expiration. (See NOTE below.)
 - (5) If contact has not been made, the PPSO must request assistance from Service locators using [Table A-406-2](#) not later than 10 calendar days prior to the entitlement expiration (see NOTE below). At a minimum, the following information must be provided: customer’s name, Social Security Number (SSN)/Employee Identification (EMPLID)/Department of Defense Identification (DoDID) (if not known, last four), grade/rank, and last known duty station.
 - (6) If contact has not been made, the PPSO must send the final notification to the last known address by mail with delivery confirmation not later than 10 calendar days prior to the entitlement expiration. The PPSO will go to <https://www.usps.com> and obtain proof of delivery. Print and document the delivery confirmation in the customer’s case file.
 - (7) If contact has not been made by the expiration date, the PPSO must terminate the SIT and the warehoused property will be subject to the Servicemembers Civil Relief Act

(SCRA) [50 U.S.C. App. §§ 501 et seq.] and applicable state, local, and bailment laws and regulations.

- (8) PPSOs must ensure the TSP refunds any prepayments due to the non-performance of services in accordance with IT/400NG. The PPSO will at NO time advise the TSP as to auction/disposal of property.
- (9) The signed DD form 1299, Application for Shipment and/or Storage of Personal Property, [Figure A-406-3](#), is considered sufficient authority to terminate SIT and to subject charges for continued storage at the customer's expense. The customer signing the form is indicating agreement with the certification of shipment responsibilities and that the Government will not be responsible for the goods remaining in storage after the expiration of the authorization period.
- (10) If, for some reason, the shipment was not converted on the expiration date, the TSP is to be paid through the termination date IAW the applicable tariff/tender and the customer may be billed for the excess cost IAW Component publications.

NOTE: When the last calendar day ends on a weekend or holiday, the notification action will be taken on the workday prior to the weekend or holiday.

6. Termination of SIT.

- a. At seven (7) calendar days prior to the storage expiration date, if contact has not been made with the customer, the PPSO is required to complete a case file consisting of the following:
 - (1) Orders (amendments if applicable)
 - (2) Signed DD Form 1299 ([Figure A-406-3](#))
 - (3) Personal Property Storage Management Notification ([Figure A-406-7](#))
 - (4) All correspondence with the customer
 - (5) One SCRA certificate from <https://scra.dmdc.osd.mil/> showing the member's active duty status.
- b. The PPSO will forward the completed case file not later than five (5) calendar days prior to expiration to the authorizing authority identified in [Table A-406-1](#) for a final contact attempt and concurrence/non-concurrence of the storage termination.
- c. Upon receipt of concurrence, PPSO will terminate SIT on the date of expiration.
- d. Copies of documents within the case file package will be forwarded to the TSP upon conversion by the PPSO.
- e. Shipments remain in SIT until terminated by the PPSO and cannot be retroactive.
- f. TSP notification:
 - (1) **DPS:** Upon termination of storage by the PPSO, the TSP will be notified when the government storage account is terminated and subject to storage at the customer's expense. Termination notification to the TSP must include the SIT number, the date of expiration, and the shipper's name and contact information, to include last known mailing address. The TSP will only take action to terminate storage at midnight on the effective date of termination.
 - (2) **ETOPS:** Upon termination of storage by the PPSO, an e-mail notice will be sent to the TSP/DPM Contractor with delivery and read receipts as proof of notification. The PPSO must maintain the original e-mail and the delivery and read receipts as

confirmation that the termination request was sent and received. Termination notification to the TSP must include the SIT number, date of expiration, and shipper's name and contact information, to include last known mailing address. The TSP will only take action to terminate storage at midnight on the effective date of termination.

NOTE: The customer is normally authorized a delivery-out at Government expense IAW JTR Paragraph 0518 HHG Storage, C (Members) or 054306 (Employees). For Coast Guard Employees, it is IAW FTR Part 302-7. Delivery services at Government expense, after the BL has terminated must be arranged by the PPSO IAW provisions outlined in the tariff/tender using local invoice procedures or local purchase procedures outlined in Table A-406-3.

If the Line of Accounting (LOA) has expired, the responsible PPSO is required to contact the applicable Service Headquarters for assistance/determination.

7. Prevention of Unnecessary SIT. The PPSO must make every effort to prevent unnecessary use of SIT by obtaining contact information to allow for proper management of storage and termination of storage subject to the customer's expense when storage entitlements are exhausted. Contact information may be obtained by utilizing source documents (e.g., DD Form 1299, Application for Shipment and/or Storage of Personal Property, Figure A-406-3) to obtain in-transit phone numbers; by contacting customer's sponsors, the use of Government e-mail accounts, and/or contacting Service HQ representatives, etc.
8. No Direct Delivery Requested or Delivery Address (Printed on the BL).
 - a. **DPS:** Upon shipment arrival at destination, the TSP must arrive the shipment in DPS and contact the customer within the allotted free waiting time (two (2) hours for domestic or one (1) hours for international). Once the TSP has determined the customer is not available to accept delivery, the TSP must request SIT approval via DPS, and DPS will issue the required SIT number to the TSP.
 - b. **ETOPS:** When the TSP notifies the destination PPSO of a shipment arrival, the PPSO must attempt to contact the customer or the customer's agent using the designated point of contact (POC) information in ETOPS/DPS or other available sources and document contact efforts. If the customer has not contacted the destination PPSO or the PPSO is unable to contact the customer or the customer's agent, the PPSO must instruct the TSP to place the shipment in SIT. The PPSO should not direct the TSP to attempt delivery at the customer's residence. Disposition instructions must be provided to the TSP prior to the expiration of the free waiting time IAW the applicable United States Transportation Command (USTRANSCOM) tender/tariff.
9. Record of Authorized SIT. SIT control logs are maintained in ETOPS and DPS for recording all SIT authorizations. The log contains the following information: the SIT control number, the customer's name, the Code of Service (COS), the storage location, the dates the customer's shipment was ordered into and out of SIT, and the SIT expiration date.
10. SIT for Split Shipments. If a shipment arrives at destination as a split shipment and the customer is unavailable to receive any portion, SIT may be authorized separately on each portion. The PPSO and/or DPS must issue a separate SIT control number for each portion of the split shipment. The TSP is required to obtain a separate weight ticket for each portion of the split shipment. The cost of weighing each portion is borne by the TSP. The Government does not pay the minimum weight on the split portion; the minimum weight applies to the combined weight of all portions as applicable to storage and delivery.

11. SIT Control Number. Upon ordering a shipment into SIT, the ETOPS/DPS assigns the SIT control number. When a PPSO manually assigns a SIT number, the nine-digit SIT control number is constructed as follows:
 - a. The first two positions are the last two digits of the year in which the shipment enters SIT (e.g., if the shipment is placed in SIT during calendar year 2014, the first two digits must be 14).
 - b. The third, fourth, and fifth positions are the Julian calendar day the shipment enters SIT (e.g., if the shipment is placed in SIT on 9 November [calendar day 313], the third, fourth, and fifth digits must be 313).
 - c. The last four digits indicate the numerical sequence of the shipment entering SIT for that day (e.g., if the shipment is the eleventh shipment placed in SIT on that day, the last four digits are 0011).
 - d. As described above, the SIT control number for the eleventh shipment placed in SIT on 9 November 2014, is 143130011.
12. Delivery Out of SIT.
 - a. The customer should request delivery via DPS to capture customers requested delivery date or contact the TSP to request delivery. The customer may also contact the PPSO to request delivery or to obtain assistance as needed.

NOTE: If contacted by the customer, PPSOs will assist with their delivery request.
 - b. For shipments moving under ETOPS, the TSP must prepare and submit a DD Form 619, Statement of Accessorial Services Performed, [Figure A-406-4](#), and provide it to the customer for all accessorial services incidental to the delivery of the shipment. The customer must initial next to the item in the Remarks section to verify that the services were performed and keep a copy for their records. Shipments delivering out that are moved using DPS will be billed IAW Appendix A of this regulation.
 - c. For DPS shipments, when the destination changes after a shipment has been placed in storage and the new destination is outside 100 miles from block 18 of GBL, the destination PPSO/TSP must arrange delivery out IAW the applicable USTRANSCOM tender/tariff.
 - d. Partial withdrawals (JTR Paragraph 0518, HHG Storage, A.4, and Paragraph 054037 C consist only of complete cartons or item numbers on the inventory. A request for partial withdrawals should be made at the time of counseling and indicated to the TSP or TSP's agent at the time of packing. The inventory item number must be furnished by the member to the PPSO/TSP, who, in turn, will request the required services. The PPSO representative has the right to be present at the TSP's facility during the sorting of property. The TSP delivers the property; however, the member has the option of picking up the property from the warehouse. The TSP is responsible for obtaining the weight of the portion withdrawn.

NOTE: If a subsequent partial delivery is requested, approval must be IAW JTR Paragraph 0518 HHG Storage, A.4.a (Members) and 054307, C (Employees) to include collecting identified excess cost in accordance with Service's policy if applicable.
 - e. The delivery charge for a shipment placed into SIT in two portions and delivered from SIT in one lot is based on the delivery rate for the combined weight.
13. Disposition of Unclaimed SIT Property. The PPSO will annually remind all storage warehouses within their AOR in writing to notify their office of any intent to dispose of unclaimed personal property and that personal property where storage was converted to member's expense. The PPSO will include in the reminder that any member still on active duty, their personal property in

storage at a member's expense is protected under the SCRA and applicable state, local, and bailment laws. Additionally, the PPSO will make every effort to notify the member of the pending disposition actions prior to the scheduled disposal of personal property.

NOTE: SCRA only applies to service members (i.e., not civilian employees).

B. NON-TEMPORARY STORAGE

1. USTRANSCOM SMO Responsibilities:

- a. Manages the NTS program.
- b. Conducts pre-award surveys to ensure NTS Tenders of Service (TOS) are awarded only to qualified TSPs. The qualifications of NTS TSPs must be determined IAW the pre-award survey guidelines contained in Appendix A-D of this regulation.
- c. Executes, distributes, and administers the NTS TOS and DD Form 1162-1, Schedule of Services and Rates for Household Goods, [Figure A-406-5](#).
- d. Monitors NTS weight stored in each approved warehouse, its subdivisions, or fire divisions.
- e. Provides administrative oversight, as well as assistance to the PPSO and TSPs, on any DD Form 1164, Service Order for Personal Property, [Figure A-406-6](#), that has been placed against the NTS TOS by the using activities.
- f. Notifies all recipients of the NTS TOS when it is modified, placed inactive, or terminated.
- g. Performs inspections of NTS TSP's storage methods, and warehouse practices to ensure that all services are provided IAW the provisions of the NTS TOS. DoD warehouse facilities are approved and inspected under the provisions of Appendix A-D, Appendix A-E, and Attachment A-E-1 of this regulation.
- h. Investigates incidents involving NTS shipments or NTS TSP facilities.
- i. Conducts a personal property Staff Assistance Visit (SAV) for each PPSO once every two (2) years. Visits will be coordinated with the Service/Agency HQ or Major Command to avoid duplication of effort. The purpose of such visits is to exchange information concerning the adequacy of service provided by each local NTS TSP and to identify potential service problems. Provides the PPSO with a copy of the SAV.

2. PPSO Responsibilities:

- a. Acquire all required services for the storage of personal property in DoD-approved commercial storage facilities.
- b. Cite the funds for payment of the services ordered and process invoices for payment.
- c. Ensure the customer provides a permanent POC/ mailing address prior to booking the shipment.
- d. Maintain all documents relating to each storage lot. Digital scanning and archiving of the maintained documentation to include the original warehouse receipt by the shipping offices in lieu of maintaining the original paper copy is acceptable. If the PPSO elects to scan and archive the original warehouse receipt, the PPSO must destroy the hard-copy original warehouse receipt. There can only be one original warehouse receipt (scanned or hard copy).
- e. Provide copies of CONUS warehouse inspections conducted independently to the SMO at a DoD-approved storage facility.
- f. Serve as the POC for the customer on all matters concerning the storage of personal property.

- g. Immediately notify the SMO when the NTS TSP is unable to locate a NTS lot in storage.
- h. Recoup excess costs from the customer, IAW Service/Agency guidelines or regulations, when the weight in storage is in excess of the JTR allowance.
- i. Terminate all NTS at government expense for storage beyond the authorized storage period and advise the NTS TSP to bill the customer for future storage costs.

3. NTS Process.

- a. General. The available low-cost, qualified storage facility must be used for NTS, regardless of its location. Awards must not be limited to NTS TSPs within the AOR.
- b. Determining the Low-Cost NTS TSP. The PPSO must use the traffic distribution list in the ETOPS to determine the low-cost NTS TSP. Items I, II, III, IV, V, and VI of the DD Form 1162-1 ([Figure A-406-5](#)) are used to determine the low-cost NTS TSP. Item V, storage costs, must be projected over the estimated storage period for each lot.
- c. Attempted Pickup or Delivery. If the customer or customer's agent is not available at the designated location when the NTS TSP attempts to pick up or deliver on the date specified on DD Form 1164, the NTS TSP is paid the drayage rate per DD Form 1162-1 on a 500 lbs minimum (weight) shipment for attempted pickups and the actual shipment weight for attempted deliveries (reference TOS, Appendix A-J, Paragraph 5.7.4 and 5.7.5).
- d. Acquisition of NTS Services. NTS TSPs must be contacted in the order of their NTS TOS rates (from lowest to highest), regardless of location. The storage lot must be offered to the first NTS TSP that can perform the services at the time they are required. A NTS TSP does not need to be contacted if a written notice that services cannot be provided has been received from that NTS TSP. When two or more NTS TSPs have equal rates, the PPSO must offer lots to those NTS TSPs on a fair and equitable basis. When other than the low-cost NTS TSP is used, the shipment/storage record must contain a list of the NTS TSPs refusing the lot.
- e. Customer Preference for NTS TSP. A customer's choice of NTS TSPs is prohibited unless the NTS TSP's requested cost is less than or equal to the lowest offer. The NTS TOS requires that orders be issued to the lowest offer available. The Government has no authority to enter into three-party contracts between itself, the NTS TSP, and customer.
- f. Shipment Placed in NTS Outside an Installation's AOR. When a lot is placed in storage outside an installation's AOR, the PPSO placing the shipment in NTS will manage the storage account, all paperwork, maintain communication with the customer and take all action related to the lot regardless of the NTS warehouse location until an application for shipment is received to release the lot from NTS. The PPSO's AOR where the lot is located, will provide all required shipment documents to the PPSO managing the NTS lot when required.
- g. Service Order for Personal Property.
 - (1) Upon the NTS TSP's acceptance of the offer of a lot, the NTS TSP will provide the lot number to the PPSO, who will subsequently prepare the DD Form 1164 ([Figure A-406-6](#)). A separate DD Form 1164 must be prepared for each individual storage lot. Service orders are executed only by the PPSO having specific authority to issue such orders. Service orders must be furnished to the NTS TSP before the date on which the services are to be performed. DD Form 1164 is self-explanatory except for the following items:
 - (a) Block 3.b, Federal Agency. Enter two-digit alpha code depicting the federal agency identity (e.g., DF--Department of Air Force, DA--Department of Army).

- (b) Block 3.c, Appropriation Identity. Identifies code designation, assigned locally by each activity.
 - (c) Block 3.g, Lot Number. Enter lot number furnished by the NTS TSP.
 - (d) Block 3.i, Estimated Storage Period. Enter the estimated storage time, in months. This varies from case-to-case depending on circumstances (see [Paragraph B.3.g.\(1\)\(f\)](#)) and applies to new accounts being placed in storage.
 - (e) Block 3.j, Pickup Date (DDMMYYYY). Enter the date on which the requested services are to begin. The date is constructed as follows: first two digits of the day of the month, first three letters of the month, four digits of the year (e.g., for 4 September 2016, the code would be “04Sep2016”).
 - (f) Block 4, New Accounts - Services Ordered. Enter rates from the DD Form 1162-1 ([Figure A-406-5](#)) only for those services being authorized. Item VI, Handling-Out, which must be used in making cost comparisons, and not included on the initial DD Form 1164. To facilitate subsequent ordering-out action, the rate for Handling-Out (Item VI) may be annotated on the copy retained in the storage file. When crating of HHG is required for safe transportation and storage, Block 6, Remarks Section, must be annotated to show approval granted by the PPSO.
 - (g) Block 6 (Remarks Section). When firearms are to be included in the storage lot, the statement, “This NTS Lot Contains Firearms,” must be annotated on the DD Form 1164.
- (2) The DD Form 1164 will be issued, and a copy will be sent, before the pickup date, to the NTS TSP contractor providing the service. The remaining copies of the DD Form 1164 and DD Form 1299, plus any special orders and supporting documents, will be kept in an electronic or hard-copy case file. A suspense will be maintained IAW with the NTS TOS to ensure the TSP sends the warehouse receipt/inventory and weight tickets.
- (3) Distribution of DD Form 1164.
- (a) One copy must remain with the NTS TSP.
 - (b) One copy, indicating the actual weight and storage location, must be provided to the customer. It can be sent via any electronic means with a read receipt, postal mail, etc. The copy sent to the overseas Civilian Personnel Officer must include when the state of the storage changes (e.g., transfer agreement or termination of storage, subject to customer’s expense).
 - (c) One copy must be provided to the following Military Service/Agency Finance Office or Operating Location (OPLOC).
 - 1. All Navy shipments: One copy must be provided to: FLC Business Support Department, HHG Audit Team Division, Code 302, 1968 Gilbert Street, STE 600, Norfolk, VA 23511-3392.
 - 2. All Marine Corps shipments: Provide one copy of the DD Form 1299, DD Form 1164, and the Orders to: Transportation Voucher Certification Division, Marine Corps Logistics Command Bldg. 3700, RM 315, 814 Radford Blvd, Suite 20262, Albany, GA 31704-0262.
 - 3. All U.S. Coast Guard shipments: Provide one copy to Commanding Officer, U.S. Coast Guard Finance Center (OPA-MT2), 1430A Kristina Way, Chesapeake, VA 23326.

4. Supplemental Service Orders.
 - a. Supplemental DD Forms 1164 must be issued to authorize services, such as 4-year renewals or removal of a lot in storage or annual renewal of the fiscal year fund citation for the following fiscal year, for those lots remaining in storage after 30 September. Renewals may be authorized by written notice to the NTS TSP in a format such as an Excel spreadsheet or Word document containing all the pertinent information for lots stored with NTS TSP.
 - b. When it is known prior to ordering services that part of a customer's property must remain in storage while another part is withdrawn within a short period of time, each part must be considered a separate lot and a separate DD Form 1164 must be issued for each lot. When a customer requests and is authorized a partial removal from a lot stored under a single DD Form 1164, a supplemental DD Form 1164 must be issued for handling-out services to permit removal of the desired goods from the lot and for handling-in of that portion to be returned to storage. Partial removals consist of only complete cartons or item numbers as listed on the inventory.
 - c. Warehouse Receipts. Each lot of HHG stored in a commercial facility must be covered by a separate, nonnegotiable warehouse receipt. The NTS TSP must issue the warehouse receipt in the name of the customer IAW the terms of the NTS TOS. The NTS TSP mails, or otherwise delivers the original warehouse receipt to the PPSO representative. When the inventory is used as part of the warehouse receipt, a legible copy of the inventory may be attached to the original warehouse receipt. The use of a combination inventory-warehouse receipt form is acceptable if the document contains all of the information required by law and the NTS TOS. When a combination inventory-warehouse receipt is used, the original copy must be furnished to the PPSO representative, and a legible copy retained by the NTS TSP. Digital scanning and archiving of the Warehouse Receipt by the shipping offices in lieu of maintaining the original paper copy is acceptable IAW [Paragraph B.2.d.](#)
5. Removal from NTS (JTR Paragraph 0518, B.6 [Uniformed Members Only], and Paragraph 054306, B.4.b, Removing HHG from NTS [Civilian Employees Only], FTR Paragraph 302-8 [Coast Guard Employees Only]).
 - a. Whenever a lot, or part of a lot, is to be removed from storage, the PPSO must sign and return the original or reproduced warehouse receipt to the NTS TSP along with the DD Form 1164 specifying the services to be performed.
 - b. In those cases, where the warehouse receipt is maintained as a digitally scanned document, the scanned original will be reproduced in paper format and returned to the warehouseman when the lot is ordered released, as if it had been maintained in a paper format. A copy of the warehouse receipt must be retained for the PPSO's files.
 - c. Whenever part of a lot is removed from storage and part is to remain, the PPSO must obtain a new or revised warehouse receipt from the NTS TSP for that portion remaining in storage. The NTS TSP must be given a minimum of five (5) government business days (GBD) to release the shipment.

NOTE: The 7-day spread requirement for the pickup date is not required since the date the shipment is to be released and available for pickup is the responsibility of the Maintaining PPSO to assign based on the Required Delivery Date (RDD) and confirmation the NTS TSP can support the release (pickup) date.
6. NTS Release from a Storage Facility in the PPSO's AOR. When a lot is placed in storage outside an installation's AOR, the PPSO representative placing the lot in storage must retain the storage

account and all paperwork until an application for shipment is received and the lot is released from NTS.

- a. The PPSO managing the NTS lot will acknowledge receipt of the NTS release application via an email within five (5) GBDs if they are unable to award shipment within that timeframe. Include the customer in the email using the customer's specified email addresses on the application in DPS.
 - b. Once the release date and RDD have been confirmed and the shipment is awarded to a TSP, the PPSO will send the customer and preparing Counseling office an email with the shipment information. If the PPSO was not able to accommodate the customers originally requested dates, they provide the member the option to performing a PPM and guide them to a local PPPO for counseling if necessary. If customer decides to perform a PPM, the Counseling Office will brief the customers on the requirements to receipt for property from the NTS contractor and to inspect the property at the time of receipt to maintain FRV.
7. NTS Release from a Storage Facility Outside the PPSO's AOR.
- a. Required actions by the PPSO managing the NTS Lot in storage:
 - (1) Acknowledge receipt of the NTS release application and supporting documents within five (5) GBDs from date the documents are received if unable to secure a NTS release date, include customer on this email.
 - (2) Finalize arrangements with the NTS TSP to prepare the lot for release and provide DD Form 1164.
 - (3) Forward the customer's application, DD Form 1164 and supporting documents (orders, amendments, Dependent Entry Approval (DEA)--if applicable, etc.) to the PPSO with jurisdiction over the NTS facility where the lot is stored and Courtesy copy (Cc) customer on email or send a separate email to customer acknowledging transfer of application to PPSO with oversight of where storage lot is located.
 - (4) Once confirmation of award to a TSP is received from PPSO with AOR oversight adjust DD Form 1164 if required. If corrected DD Form 1164 is required, send copy to NTSP and PPSO with AOR Oversight for their files prior to new release date.
 - b. Required actions by the PPSO with oversight of the NTS facility where lot is stored:
 - (1) Acknowledge receipt of the NTS application via an email within five (5) GBDs if they are unable to award shipment within that timeframe. Include the customer and maintaining PPSO in the email using the customer's specified email addresses on the application in DPS.
 - (2) Once the release date and RDD have been confirmed and the shipment is awarded to a TSP, the PPSO will send the customer and maintaining PPSO an email with the shipment information. If the PPSO was not able to accommodate the customers originally requested dates, they provide the member the option to performing a PPM and guide them to a local PPPO for counseling if necessary. If customer decides to perform a PPM, the Counseling Office will brief the customers on the requirements to receipt for property from the NTS Contractor and to inspect the property at the time of receipt to maintain FRV.
8. Removal when Storage is Outside the Installation's AOR. When a lot is placed in storage outside an installation's AOR, the PPSO placing the lot in storage must retain all the paperwork and the storage account as the Maintaining PPSO until a customer's application for shipment is received.

- a. The Maintaining PPSO must make arrangements with the NTS TSP for release of the goods from storage. The customer's application and movement orders for shipment must be forwarded to the PPSO having responsibility for the AOR in which the goods are stored as the Responsible PPSO per [Paragraph B.6.](#) above.
 - b. The Responsible PPSO must arrange shipment of the storage lot and coordinate the release with the Maintaining PPSO maintaining the storage lot. To properly execute this process and keep the customer informed of all actions taken, the following steps must be accomplished by the Maintaining and Responsible PPSOs.
 - (1) The Maintaining PPSO includes the Responsible PPSO in the acknowledgement email to the customer within five (5) GBD and provides a short paragraph that states there is a Responsible PPSO that will award the shipment for pickup as the shipment is located in the Responsible PPSO's AOR.
 - (2) The Maintaining PPSO will coordinate the release of the NTS shipment based on the date required to meet the customer's RDD minus the authorized transit time from origin (location of the NTS shipment) to the authorized destination or other location, subject to excess cost.
 - (3) The Responsible PPSO will also acknowledge receipt of the email from the Maintaining PPSO and will determine any additional information requirement and sends a receipt email to the Maintaining PPSO, the servicing PPPO and the customer identifies any additional information requirements, confirms the requested RDD and provides the steps that must be accomplished before the shipment can be awarded, such as the shipment must be coordinated for release with the NTS TSP and awarded to a Linehaul TSP for pickup on a date that will meet the requested RDD based on the authorized transit time from origin to destination.
 - c. From this point forward, the Responsible PPSO will duplicate the steps identified in paragraphs B.8.a. and b., above, that are assigned to the Maintaining PPSO. The Responsible PPSO must include the Maintaining PPSO in all email correspondence with the PPPO and the customer to ensure there are no communication gaps, so the shipment has the best opportunity to meet the customer's RDD.
9. [Local Delivery Reweigh Procedures.](#) If a pattern of weight variance is detected in the weight of line-haul shipments moving out of a particular warehouse, the PPSO must initiate periodic, witnessed reweighing of NTS shipments ICW local delivery-out under the NTS TOS.
- a. Local delivery reweigh requests must be annotated on the DD Form 1164. It is recommended that a PPSO or PPSO's representative witness the reweigh to support any collection action involved for either party. A witnessed reweigh aids the SMO in the event of disputes, as well as in monitoring performance.
 - b. The PPSO may request the NTS TSP to use government scales for a local reweigh when available and when the reweigh causes no delay to the NTS TSP. If the NTS TSP is required to use government scales and excess mileage is involved, the Government may be liable for an extra charge since the terms of the original agreement have been modified.
 - c. New weight tickets are necessary when a lot is ordered out of NTS locally and when delivery is within the scope of the NTS TOS. If the reweigh weight is different from the storage weight by 200 pounds, necessary action will be initiated by the Transportation Officer for reimbursement to adjust payments to the NTS TSP based on the lowest weight.

10. Storage Difficulties. The PPSO must notify the HQ USTRANSCOM/SMO of any actual or anticipated problems in obtaining commercial storage space (e.g., housing renovations, deployments). An information copy of such notice must be provided to Service HQ.
11. Processing NTS for Personnel Assigned Permanent Change of Station (PCS) Overseas.
 - a. Upon receipt of an application for NTS, the PPSO must enter the estimated storage authorization expiration date on the DD Form 1299, [Figure A-406-3](#), Block 13. This date must be determined by adding the tour length to the reporting month cited in the orders. (Exception: Flag officers have no set tour length; however, since 48 months is a common period for assignment, 48 months must be added to the reporting month and entered in Block 13 of the DD Form 1299.) For employees, shipments in excess of government quarters, deployments, and other shipments funded on a fiscal year basis, the expiration date must be set to 30 September of the current fiscal year.
12. Customer Notification of Pending Authorization.
 - a. The PPSO is required to inform the customer in accordance with the timelines in paragraph B.12.a.(1) through B.12.a.(4) prior to the expiration of the storage entitlement. The PPSO will request updated orders extending the storage entitlement and provide the customer the DD Form 1857. If no storage entitlement extension is authorized, the PPSO must convert the lot to customer expense.
 - (1) Not later than 90 calendar days before the storage entitlement expires, the PPSO must notify the customer of storage expiration by e-mail, mail, and/or fax. All contact attempts will be recorded on the Personal Property Storage Management Notification, Figure A-406-7.
 - (2) If contact has not been made, send a second notification via e-mail, mail, and/or fax not later than 75 calendar days before the storage entitlement expires. Notification must be sent to the last known address, with a copy sent to the in-transit address from the DD Form 1299 and to the current unit command. For civilians, send a copy to the current civilian personnel office.
 - (3) If contact has not been made, the PPSO must request assistance from Service locators, using [Table A-406-2](#), not later than 60 calendar days prior to the entitlement expiration. At a minimum, the following information must be provided: customer's name, SSN/EMPLID/DoDID (if not known, last four), grade/rank, and last known duty station.
 - (4) If contact has not been made, the PPSO must send a final notification by mail with delivery confirmation 45 days prior to the storage expiration period and suspense for 15 calendar days. The PPSO will go to <https://www.usps.com> and obtain proof of delivery. Document the delivery confirmation in the customer's case file.
 - b. If contact has not been made or the Commercial Storage Contract was not signed and provided to the NTS TSP, the PPSO must convert the lot to the customer's expense on the expiration date. PPSO is required to contact the customer's Service HQ for request assistance in contacting the customer.
 - c. If, for some reason, the shipment was not converted on the expiration date, the TSP is to be paid IAW the applicable tariff/tender and the customer may be billed for the excess cost IAW Component publications.
13. Customer Contact is Made for Pending Authorization.
 - a. If customer contact is made and proper documentation provided, notifications for pending authorization will end.

- b. Proper documentation is defined as customer's new orders or new line of accounting provided authorizing a storage entitlement extension and an update to the authorization is completed by the PPSO.

14. PPSO Requirement to Request Storage Conversion to Customer Expense.

- a. The PPSO must notify the NTS TSP to convert the NTS lot to customer expense. The NTS TSP will provide the customer with a Commercial Storage Contract that notifies the storage lot(s) conversion to a commercial account and customer expense. The completed form must be sent back to the NTS TSP.

15. Termination of NTS.

- a. At 30 days prior to the storage expiration date and if contact has not been made, the PPSO is required to complete a case file consisting of the following:
 - (1) Orders.
 - (2) DD Form 1299.
 - (3) Initial and most current DD Form 1164.
 - (4) Personal Property Storage Management Notification.
 - (5) One SCRA certificate from <https://scra.dmdc.osd.mil/> showing the member's active duty status. Forward the completed case file to the authorizing authority for a final contact attempt and concurrence/non-concurrence of the conversion using [Table A-406-1](#).
- b. The PPSO will forward the completed case file not later than five (5) calendar days prior to expiration to the authorizing authority identified in [Table A-406-1](#) for a final contact attempt and concurrence/non-concurrence of the storage termination.
- c. Upon receipt of concurrence, the above case file package will be forwarded to the TSP upon conversion by the PPSO. The PPSO will at NO time advise the NTS TSP as to auction/disposal of the property.
- d. The PPSO will use DD Form 1164 to notify the NTS TSP of the impending expiration date to convert the lot to the customer's expense. This notification to the NTS TSP must include the service order number, date of expiration, and shipper's name and contact information, to include last known mailing address. The preferred notification method is e-mail, with delivery and read receipts as proof of notification. The PPSO must maintain the delivery and read receipts as confirmation the conversion request was received.
- e. Send a copy of the DD Form 1164 showing conversion along with a copy of the warehouse receipt and inventory to the customer indicating the lot has been changed to storage at the customer's expense. Include the phone number for the NTS TSP on the DD Form 1164. If contact with the customer has been unsuccessful, mail a copy of the DD Form 1164 to the customer's last known address, the in-transit address from the DD Form 1299, and to the current unit command.
- f. Regardless of the time the property is in storage, as long as the order remains valid, the customer is authorized a delivery-out at Government expense IAW JTR Paragraph 0518, [HHG Storage, C \(Members\)](#) or 054305 (Employees), and IAW FTR Paragraph 302-8 for Coast Guard Employees. Payment for delivery services at Government expense must be made by the PPSO using normal NTS payment procedures.

NOTE: For Members, if the LOA has expired, the responsible PPSO will be required to contact the applicable Service Headquarters for assistance/determination.

NOTE: A conversion non-concurrence from a Service HQ must be accompanied by the proper authority for continued storage and associated funding.

NOTE: For Employees, reference the JTR, Paragraph 054305. For Coast Guard Employees, reference the FTR, Paragraph 302-8.

16. Loss and Damage in NTS.

- a. General. This paragraph prescribes the SMO and PPSO procedures to be followed when loss or damage of personal property occurs in storage.
- b. Stored Property Not Found. If the NTS TSP is unable to locate a lot or portion of a lot in storage, the PPSO must notify the SMO who ensures the NTS TSP is taking action to locate the items. This notification is necessary and may be used for claims processing.
- c. Missing Property Later Found. When stored property that was previously not found is located in the NTS TSP's warehouse, the NTS TSP must contact the customer to determine whether the customer filed a claim for the lost items and whether the customer would like to receive any or all of the found items. If the customer elects to accept any or all of the property that was found, all payment received, due to a claims settlement, for the items must be returned and the NTS TSP must forward the items to the customer via the mode of transportation determined by the PPSO. The NTS TSP is responsible for all shipping costs when returning the found property to the customer. If the customer has received a claim payment of the item and does not elect to accept the property that was found, the NTS TSP may retain the item for salvage provided the NTS TSP has paid the replacement cost of the item to the Government or the customer. If the NTS TSP has not paid for the item and the Government has paid a customer's claim, the NTS TSP must contact the claims office for instructions. If the customer has not yet received compensation from the Government or TSP for the property, the NTS TSP must forward the property to the customer.
- d. Erroneous Shipments or Delivery of Wrong Items. If an NTS TSP inadvertently ships or delivers wrong items, the NTS TSP is liable for all costs associated with the return. The NTS TSP must select the transportation mode offering the least amount of delay to ship and deliver the correct items. TSP compensation to ship or deliver the correct items should not exceed what the costs would have been if the correct items were included in the original shipment.
- e. Lost or Stolen Privately Owned Firearm (POF). If a POF is lost or stolen while under the control of the NTS TSP, the SMO must determine whether the firearm was stored IAW the pre-award survey guidelines and whether the loss was due to negligence of the NTS TSP. The failure of a NTS TSP to promptly report a lost or stolen firearm will result in the issuance of a non-use notice, as well as a review by the SMO for a potential disqualification. Customers should be encouraged to file a police report with the local authorities.
- f. SMO Procedures. Upon becoming aware of loss or damage to stored personal property due to fire, flood, or similar causes, the SMO, in coordination with the PPSO, must:
 - (1) Notify the Service Headquarters and immediately arrange for a joint inspection of the damage. The joint inspection will be performed by the SMO and/or PPSO and the storage provider.
 - (2) Direct the NTS TSP to unpack and dry the goods and prepare a detailed report of loss or damage to each lot, by article or package, as listed on the warehouse receipt or inventory form.
 - (3) Monitor closely the NTS TSP's performance to ensure that:
 - (a) The NTS TSP's responsibility is discharged properly.

- (b) The property is protected from further loss or damage.
- (c) The NTS TSP maintains detailed records of all services performed and materials used that are to be paid for by the Government.
- (d) The NTS TSP promptly dries, cleans, and repacks all of the items that are handled during the rework process.
- (e) The NTS TSP's security measures protect the goods from pilferage.
- (4) Request that the PPSO engage a third party if the NTS TSP does not have the capability to provide the required services.
- (5) Determine the NTS TSP's liability under the terms of the NTS TOS. All available means, including assistance from the PPSO and qualified organizations, and consultation with an attorney in the USTRANSCOM legal office, must be used in determining liability. The SMO must prepare a report of each case IAW Chapter A-410.
- g. PPSO Procedures. Upon completion of the inspection of loss or damage, the PPSO, in coordination with the SMO:
 - (1) Directs the NTS TSP to perform services such as laundering, dry cleaning, and oiling finished surfaces, if such actions are required to prevent further damage to, or deterioration of, the affected goods. Reconditioning of property, such as recovering upholstered pieces and refinishing (e.g., sanding, stripping, painting) finished articles may not be performed as part of the services to prevent further damage or deterioration.
 - (2) Informs the NTS TSP of the method to be used in determining the new weight of lots when items have been lost or destroyed. When the new weight has been determined, the PPSO representative must issue a DD Form 1164 reflecting the updated weight.
 - (3) Advises the customer in writing of any loss or damage to a customer's property.
 - (4) Furnishes the SMO with a copy of the report provided to the customer.
 - (5) Obtains the consent from the Military Claims Office before ordering the disposal of any damaged goods. Upon receipt of consent, the PPSO must direct the NTS TSP in the disposal of irreparably damaged goods.
- h. Payment for Services. Except ICW an Act of God, the unpacking, drying, and cleaning of damaged goods and preparation of the report of loss or damage must be performed by the NTS TSP at no cost to the Government. All other services performed, such as dry cleaning, laundering, repacking, and handling-in, when ordered by the PPSO, must be paid for by the Government at no cost to the NTS TSP until ultimate liability for the loss or damage is determined. Payment for these services must be made from the appropriation cited for payment of the storage charges.
- i. Payment for Repacking of Shipments Released from NTS.
 - (1) Shipments packed for placement in NTS may not be repacked at Government expense in preparation for line-haul movement without specific authorization from the origin PPSO. The origin PPSO authorizes repacking at Government expense only when it is determined to be necessary to protect the shipment from damage in transit to the final destination.
 - (2) The PPSO may not authorize repacking at Government expense when there is evidence that deterioration of the original packing occurred while the shipment was in the possession of the NTS TSP. Repacking to correct packing deterioration occurring during storage is the responsibility of the NTS TSP and is accomplished at no expense to the

Government. Conflicts in this area must be referred by the PPSO to the SMO for resolution.

- (3) The line-haul TSP is not liable for preexisting damage noted on the storage inventory or exceptions noted at the time of pickup. The line-haul TSP may be liable for concealed damage. To be released from liability, the burden of proof (e.g., substantiated by photographs, member's statement, and/or PPSO quality control inspection) is on the line-haul TSP to show that loss or damage resulted before receipt of property by the line-haul TSP.

TEMPORARY COMMERCIAL STORAGE AT GOVERNMENT EXPENSE			
PRIVACY ACT STATEMENT			
<p>AUTHORITY: Title 37, US Code 406; Title 5, US Code 5726; and EO 9397, November 1943 (SSN).</p> <p>PRINCIPAL PURPOSE(S): To obtain certification from the member as to why temporary storage in addition to 90 days is required.</p> <p>ROUTINE USE(S): The data obtained on this form is used by the installation transportation officer to determine whether or not the member is entitled to additional temporary storage after the initial 90 days.</p> <p>DISCLOSURE: Voluntary, however, unless disclosed, member will not be authorized additional storage.</p>			
SECTION I - AUTHORIZATION FOR STORAGE AFTER THE FIRST 90 DAYS			
Reference Paragraph U5375-B2, JFTR			
<p>When, because of conditions beyond the control of the member, household goods in temporary storage at Government expense cannot be withdrawn during the first 90 days, additional storage for not more than an additional 90 days may be authorized in advance or subsequently approved by the transportation officer or such other officer as the service may designate.</p>			
SECTION II - MEMBER'S STATEMENT OF FACTS			
1. ADDITIONAL TEMPORARY STORAGE OF MY HOUSEHOLD GOODS IS NECESSARY, DUE TO CONDITIONS BEYOND MY CONTROL. THESE CONDITIONS ARE (X all that apply)			
a. SERIOUS ILLNESS OF THE MEMBER	e. NONAVAILABILITY OF SUITABLE CIVILIAN HOUSING		
b. SERIOUS ILLNESS OR DEATH OF A DEPENDENT	f. AWAITING COMPLETION OF RESIDENCE UNDER CONSTRUCTION		
c. IMPENDING ASSIGNMENT TO GOVERNMENT QUARTERS	g. OTHER REASON (Specify)		
d. DIRECTED TEMPORARY DUTY AFTER ARRIVAL AT PERMANENT DUTY STATION			
2. MEMBER INFORMATION			
a. NAME (Last, First, Middle Initial)	b. RANK	c. SOCIAL SECURITY NUMBER	
d. SIGNATURE		e. DATE SIGNED (YYYYMMDD)	
SECTION III - APPROVAL			
3. INSTALLATION NAME	4. INSTALLATION ADDRESS (Include Zip Code)	5. DATE APPROVED (YYYYMMDD)	
6. APPROVAL FOR AN ADDITIONAL 90 DAYS STORAGE IS GRANTED IN ACCORDANCE WITH PARAGRAPH U5375-B2, JFTR, DUE TO CONDITIONS CITED ABOVE.			
7. I CERTIFY THAT GOVERNMENT STORAGE FACILITIES ARE NOT AVAILABLE AT THIS INSTALLATION AND THAT COMMERCIAL STORAGE IS AUTHORIZED FOR A PERIOD NOT TO EXCEED 90 DAYS.			
8. ALL STORAGE AUTHORIZATION WILL EXPIRE ON (YYYYMMDD)			
<p>Generally, Government claims coverage also expires that date. If you choose to keep your property in storage beyond that date, at your expense, it is recommended that you obtain private insurance coverage during that period. In addition, any claim against the Government for loss or damage to personal property pursuant to authorized Government storage must be filed within two years from the expiration date of authorized storage.</p>			
9a. APPLICABLE SPECIAL ORDER	b. PARAGRAPH	c. HEADQUARTERS	d. DATED (YYYYMMDD)
e. ACCOUNTING CLASSIFICATION			
10. TRANSPORTATION OFFICER INFORMATION			
a. NAME (Last, First, Middle Initial)	b. RANK		
c. TITLE	d. SIGNATURE		

DD FORM 1857, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

Figure A-406-1. DD Form 1857, Temporary Commercial Storage at Government Expense

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY		
COMPLETED BY TSP:		
NAME OF OWNER _____	RANK/GRADE _____	BRANCH OF SERVICE _____
		WEIGHT _____
BL NO. _____	TSP REFERENCE NO. _____	IS THIS A PARTIAL DELIVERY (Y or N)? _____
SCAC _____	PICK UP DATE _____	
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in the NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILLING A CLAIM". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://move.mil/. <p style="text-align: center;">NOTED LOSS AND/OR DAMAGE</p> <p>If more than one page is needed, include your name, Bill of Lading No. and number the Page ___ of Page ___ on each page used.</p>		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (if missing, so specify.) (Electronic items, provide brand, and model number, if applicable)
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____		
PLEASE READ CAREFULLY BEFORE SIGNING – THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE AT DELIVERY By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY. Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 		
Received for Delivery at: Street Address: _____ City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer _____ Delivery Date _____ (or his/her designated representative)	Name/Address of Transportation Service Provider (TSP): TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____	

Figure A-406-2. Notification of Loss or Damage AT Delivery

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <i>(Read Privacy Act Statement on back before completing form.)</i>		1. DATE PREPARED (DDMMYYYY)	2. SHIPMENT NUMBER
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office)	
		a. NAME	
5. DESTINATION PERSONAL PROPERTY SHIPPING OFFICE		b. ADDRESS (Street, Suite Number, City, State, ZIP Code)	
a. NAME			
b. TELEPHONE NUMBERS (Include Area Code)		c. TELEPHONE NUMBERS (Include Area Code)	
6. CUSTOMER INFORMATION			
a. NAME (Last, First, Middle Initial)		b. DOD ID	c. RANK/GRADE
d. AGENCY	e. EMAIL ADDRESS PRIMARY (Work)	f. EMAIL ADDRESS ALTERNATE (Personal)	
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ ITEMS AND/OR POUNDS OF PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) <i>(Enter quantity estimate)</i>			
a. AUTHORIZED WEIGHT	b. ESTIMATED WEIGHT	c. ESTIMATED MEMBER PBP&E	d. ESTIMATED MIL SPOUSE PBP&E
8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:			
a. TYPE ORDERS (X one) <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY		b. ISSUED BY	c. NEW DUTY ASSIGNMENT
d. DATE OF ORDERS (DDMMYYYY)		e. ORDERS NUMBER	
9. PICKUP (ORIGIN) INFORMATION		10. DESTINATION INFORMATION	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
11. EXTRA PICKUP INFORMATION (If applicable)		12. EXTRA DELIVERY INFORMATION (If applicable)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
13. INTRANSIT INFORMATION/PERMANENT MAILING ADDRESS		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		c. EMAIL ADDRESS (Other than Primary or Alternate)	
14. DESIRED DATES FOR (DDMMYYYY)			
a. EARLIEST PICKUP	b. LATEST PICKUP	c. DESIRED PICKUP	d. EST SHPT ARRIVAL
15. DIRECT DELIVERY REQUESTED (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO			
16. REMARKS			
17. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.			
a. SIGNATURE OF CUSTOMER		b. DATE SIGNED (DDMMYYYY)	
18. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Personal property is baggage, household goods, and/or professional books, papers and equipment authorized to be shipped at government expense.			
a. REASON FOR NONAVAILABILITY OF SIGNATURE		b. CERTIFIED BY (Signature)	
		c. TITLE	

DD FORM 1299, MAR 2022

PREVIOUS EDITION MAY BE USED.

Reset

Figure A-406-3. DD Form 1299, Application for Shipment and/or Storage of Personal Property

PRIVACY ACT STATEMENT	
<p>AUTHORITY: 37 USC 406 and 5 USC 5726.</p> <p>PRINCIPAL PURPOSE(S): For evaluating requests submitted by Service members and eligible individuals for shipment and/or storage of personal property. Also used to prepare the Government bill of lading and other shipping documents (as applicable) to move the personal property. Used by the Finance Office for collection from the customer in case goods to be shipped exceed Government entitlement limits.</p> <p>ROUTINE USE(S): DD Form 1299 may be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents as the official shipping and storage order.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and impede storage arrangements.</p>	
CERTIFICATION OF SHIPMENT RESPONSIBILITIES	
<p>In consideration of said household goods or mobile home being shipped at Government expense, I hereby agree that:</p> <ol style="list-style-type: none"> 1. This shipment/storage lot consists of my property or the property awarded to my ex-spouse incident to a divorce which was acquired by me prior to the effective date of my orders. 2. If my orders are modified or cancelled and affect this shipment, I will immediately notify the shipping office at point of origin (or port, if any) and destination. 3. I will remit the proper amount or consent to the collection from my pay as may be necessary to cover all excess costs occasioned by this shipment. 	<ol style="list-style-type: none"> 4. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation. 5. I understand the entitlements for transportation of my mobile home and/or shipment of household goods/unaccompanied baggage are provided for in Chapter 5 of JTR. 6. I understand the Government will not be responsible for goods remaining in storage after the expiration of the authorized period. I also understand the timeline for all my responsibilities for filing a claim on those goods begins when Government responsibility expires. 7. Professional books, papers and equipment are or were necessary in the performance of official duties Member/Spouse if applicable.
CONDITION FOR STORAGE	
<p>In consideration of said household goods being stored at Government expense, I hereby agree as follows:</p> <ol style="list-style-type: none"> 1. I will notify the transportation office responsible for storing my nontemporary storage account of any changes in my storage entitlement. 2. The Government is authorized to enter into any agreement and to do all acts and things which may be convenient or necessary to store the household goods. Storage of the household goods is furnished subject to such applicable laws and regulations as are now or may hereafter be in effect. 3. The Government may store the household goods in Government facilities or in commercial storage under a Government contract. 4. The Government may move or transfer by any appropriate means the household goods from their present location to Government or commercial storage facilities and from such facilities to an appropriate destination upon termination of storage. 5. When the household goods are stored in Government facilities and the authorized period for storage at Government expense expires, the Government may require me to remove the household goods from their place of storage. In the event, after 30 days notice, I fail to remove the household 	<p>goods, or if, after diligent effort, notice to me cannot be effected, the Government may proceed as follows: (a) place and store the household goods in commercial storage at my expense, or (b) if a commercial warehouse will not accept the household goods for commercial storage at my expense, the Government is hereby authorized to take whatever action in accordance with law and regulation may be deemed appropriate to effect disposition of the household goods.</p> <ol style="list-style-type: none"> 6. When the household goods are stored in commercial facilities and the authorized period of storage at Government expense expires, all storage and incidental charges accruing after the last day of the authorized period of storage shall be at my expense. 7. The Government shall not be liable for charges incident to storage or services in connection with the household goods (1) not authorized by law or regulation to be at Government expense, (2) in excess of weight limitations imposed by law or regulation, or (3) after the expiration of the period of which storage at Government expense is authorized. 8. All new Government contracts for the storage of household goods limits the liability of \$6.00 times the net weight of the lot is mandatory at each NTS Facility location. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage.

DD FORM 1299 (BACK), MAR 2022

Figure A-406-3. DD Form 1299, Application for Shipment and/or Storage of Personal Property (Cont'd)

STATEMENT OF ACCESSORIAL SERVICES PERFORMED		OMB No. 0704-0531 OMB approval expires Mar, 31 2022
<p>The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-informationcollections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION.</p>		
1. BILL OF LADING NUMBER	2. OWNER NAME (Last, First, Middle Initial)	3. RANK/GRADE
4. ORIGIN OF SHIPMENT	5. DATE OF PICKUP AT ORIGIN (DDMMYYYY)	6. DESTINATION OF SHIPMENT
7. ORDERING ACTIVITY/INSTALLATION NAME	8. SCAC/NAME OF TRANSPORTATION SERVICE PROVIDER (TSP)	9. NAME OF AGENT
10. TSP SHIPMENT REFERENCE NO.	11. SIGNATURE OF TSP REPRESENTATIVE	12. DATE (DDMMYYYY)
13. ADDITIONAL SERVICES (Enter additional information in Item 14, "Remarks".)		
a. CRATES (Indicate number of crates and name of item(s) in "Remarks".)	d. EXTRA PICKUP	
b. THIRD PARTY SERVICES (I.e., Schrancks, pool table, etc. Must provide invoice to PPSO.)	e. EXTRA DELIVERY	
c. SHUTTLE SERVICE (Describe in "Remarks".)	f. OTHER (Describe in "Remarks".)	
14. REMARKS (Customer must initial next to each that apply.)		
15. STATEMENT OF OWNER		
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED (X all that apply.)		
<input type="checkbox"/> ORIGIN	<input type="checkbox"/> DESTINATION	<input type="checkbox"/> OTHER (Explain in "Remarks".)
b. SIGNATURE (Do not sign until the TSP has explained ALL that apply in Item 13, "Additional Services".)		c. DATE (DDMMYYYY)

DD FORM 619, May 2019 PREVIOUS EDITION IS AUTHORIZED FOR USE UNTIL STOCK IS DEPLETED.

Figure A-406-4. DD Form 619, Statement of Accessorial Services Performed

SCHEDULE OF SERVICES AND RATES FOR HOUSEHOLD GOODS		
Rates listed in this schedule shall be inclusive of all charges for labor, materials, vans and equipment and incidental facilities and services necessary for the performing of the storage and related services specified in this schedule. All services to be performed under this schedule should be in accordance with requirements for services for storage of household goods. All service orders are subject to a minimum weight of 500 pounds.		
1. BASIC ORDERING AGREEMENT NUMBER	2. MODIFICATION NUMBER	3. EFFECTIVE DATE (YYYYMMDD)
4. SERVICE PERFORMED		
a. TITLE	b. DESCRIPTION	c. RATE
(1) ITEM I PACKING	Packing and protection as required by and incident to drayage, marking, tagging and inventorying for storage. (Includes flat wardrobe cartons) <i>(Rate per cwt.)</i>	\$
(2) ITEM II SPECIAL SERVICE	(a) Wardrobes: Upright wardrobes with minimum 18 inch bar. <i>(Cost each)</i>	\$
	(b) Inventory of high value items as declared by the member or his agent. <i>(Cost per inventoried carton)</i>	\$
(3) ITEM III DRAYAGE	Pickup at location, loading, weighing, drayage to warehouse and unloading onto warehouse platform. <i>(Rate per cwt.)</i>	ZONE
		1 \$
		2 \$
		3 \$
		4 \$
		5 \$
(4) ITEM IV HANDLING IN	Handling in, labor and equipment required to place in storage from warehouse platform, wrapping for storage which is in addition to that required for drayage to contractor's warehouse and preservation of items for and during the storage period. <i>(Rate per cwt.)</i>	\$
(5) ITEM V STORAGE	Storage per Clause H-5, Basic Ordering Agreement <i>(Rate per cwt. per month)</i>	\$
(6) ITEM VI HANDLING OUT	Handling out, labor and equipment required to remove from storage and place onto warehouse platform. <i>(Rate per cwt.)</i>	\$
(7) ITEM VII DELIVERY	Delivery, to include loading at contractor's warehouse platform and drayage to destination, unloading, including the placing in appropriate rooms in accordance with specifications <i>(Rate per cwt.)</i>	ZONE
		1 \$
		2 \$
		3 \$
		4 \$
		5 \$
(8) ITEM VIII UNPACKING	Unpacking, including unpacking all barrels, crates, cartons, recording overage, shortage or damage found while unpacking, removing from owner's residence all empty containers, packing materials and other debris accumulated incident to unpacking in accordance with specifications. <i>(Rate per cwt.)</i>	\$
5. SERVICE AREA. This agreement covers orders placed by using activities within the following area.		
6. GEOGRAPHIC DESCRIPTION OF EACH ZONE SHOWN IN ITEMS III AND VII ABOVE		
a. ZONE 1	b. ZONE 2	
c. ZONE 3	d. ZONE 4	
e. ZONE 5	f. ZONE 6	
7. CONTRACTOR CERTIFICATION STATEMENT		
I certify that I hold a valid operating permit/certificate for the zones on which I have submitted rates.		
a. TYPED NAME <i>(Last, First, Middle Initial)</i>	b. SIGNATURE	

DD FORM 1162-1, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Designed using Perform Pro, WHS/DIOR, Sep 98

Figure A-406-5. DD Form 1162-1, Schedule of Services and Rates for Household Goods

SERVICE ORDER FOR PERSONAL PROPERTY									
1. TO (Contractor)					2. FROM (Ordering Office)				
a. NAME					a. NAME				
b. ADDRESS (Street, City, State, ZIP Code)					b. ADDRESS (Street, City, State, ZIP Code)				
3. THIS SERVICE ORDER IS ISSUED AND AN ORDER IS HEREBY PLACED WITH YOU, ACCEPTING YOUR OFFER (ORAL OR WRITTEN) FOR SERVICES ON (enter date) _____, SUBJECT TO THE PROVISIONS OF THE BELOW-NUMBERED BASIC ORDERING AGREEMENT FOR THE FOLLOWING SERVICES:									
a. SCAC CODE		b. FEDERAL AGENCY		c. APPROPRIATION IDENTITY		d. BASIC ORDERING AGREEMENT NUMBER		e. MODIFICATION NUMBER	
f. SERVICE ORDER NUMBER			g. LOT NUMBER			h. LOCATION OF PROPERTY (Street, City, State, ZIP Code)			
(1) OLD									
(2) NEW									
i. ESTIMATED STORAGE PERIOD		j. PICK-UP DATE (YYYYMMDD)		k. STORAGE EXPIRATION DATE (YYYYMMDD)		l. ESTIMATED WEIGHT		m. WEIGHT IN STORAGE (ACTUAL)	
n. OWNER									
(1) NAME (Last, First, Middle Initial)					(2) PERMANENT ADDRESS (Street, City, State, ZIP Code)				
(3) PAY GRADE			(4) SSN						
4. NEW ACCOUNTS - SERVICES ORDERED									
a. PACKING ITEM I	b. SPECIAL SERVICES			(2) EXPENSIVE/VALUABLE ITEM - ITEM IIB		c. DRAYAGE-IN ITEM III		d. HANDLING-IN ITEM IV	e. STORAGE ITEM V
(1) WARDROBE - ITEM IIA	RATE	NO.	RATE	NO.	RATE	ZONE	RATE	RATE	RATE
\$			\$		\$		\$		\$
5. REMOVAL ACTIONS									
a. APPROPRIATION IDENTITY			b. STORAGE REMOVAL DATE (YYYYMMDD)			c. DELIVERY ADDRESS (Street, City, State, ZIP Code)			
d. SERVICES ORDERED									
(1) HANDLING IN ITEM IV	(2) HANDLING OUT ITEM VI	(3) DRAYAGE-OUT ITEM VII		(4) UNPACKING ITEM VIII	(5) WEIGHT REHANDLED	(5) WEIGHT REMOVED	(5) WEIGHT REMAINING		
RATE	RATE	ZONE	RATE	RATE					
\$	\$		\$	\$					
6. REMARKS									
7. SPECIAL INSTRUCTIONS									
a. MAIL INVOICES TO:									
b. STORAGE AUTHORITY:									
c. MAXIMUM WEIGHT CHARGEABLE TO GOVERNMENT					LBS. Weight in excess of such maximum will be charged to the owner.				
d. ESTIMATED COST OF THE SERVICES IS \$ _____ . You are not to perform any service which will result in contract costs in excess of the above sum, unless authorized in writing by the ordering officer.									
e. ACCOUNTING CLASSIFICATION:									
8. CERTIFICATION (To be completed by Ordering Office) Commercial storage has been determined to be more economical than government storage.									
a. TYPED NAME (Last, First, Middle Initial)			b. TITLE			c. SIGNATURE		d. DATE SIGNED (YYYYMMDD)	

DD FORM 1164, SEP 1998 (EG)
 Designed using Perform Pro, WHS/DIOR, Sep 98

PREVIOUS EDITION IS OBSOLETE.

COPY DESIGNATION: Original 2 3
 (X) 4 5 6 7

Figure A-406-6. DD Form 1164, Service Order for Personal Property

Print

HHG Staff Signature

Reset Notification

Personal Property Storage Management Notification

1. Customer's Information:				Customer's status at time of Storage:	Customer's status at time of Expiration:
Last Name:		First Name:		---Select---	---Select---
MI:	Suffix:	Rank:	---Select---	Print and attach Status from SCRA: https://scra.dmdc.osd.mil/	

2. Shipment Information:	Lot/SIT Number:	Net Weight:
Service Order/Bill of Lading Number:	Storage Expiration Date:	

3. SIT/NTS TSP Information:		Date confirmed property is still in storage:	
SCAC:	Company Name:	Phone #:	Representative:

4.a. Contact Efforts: (If contact is made, explain what transpired in Remarks):				
	Phone Number(s)	Email Address(es)	Contacted	Date
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---
---	---	---	---	---

Remarks:

4.b. Date(s) written notification(s) mailed to member?	4.c. Date(s) of Delivery Confirmation(s)?
---	--

Address Line 1:	Address Line 1:
Address Line 2:	Address Line 2:
City: State:	City: State:
Zip Code: Country:	Zip Code: Country:

5. Management Review/Signature:	
Remarks: Section Lead/Equivalent	Remarks: Owning Service HQ Representative
Remarks: Branch Chief/Equivalent	Remarks: Deputy Director
Remarks: Division Chief/NCOIC	Remarks: Commander/Director

Figure A-406-7. Personal Property Storage Management Notification

Notification Instructions

BLOCK 1 - CUSTOMER'S INFORMATION:

Enter/select the customer's last name, first name, middle initial, suffix, rank and branch of service.

Navy Only - Enter the member's status at the time storage started and expired which is obtained from the SCRA website (link provided).

BLOCK 2 - SHIPMENT INFORMATION:

Enter the customer's NTS lot or the SIT number, shipment net weight, NTS service order number or SIT bill of lading number, and storage expiration date.

BLOCK 3 - SIT/NTS TSP INFORMATION:

Enter the date that you confirmed the property was still in storage; the TSP or NTS agent SCAC; and the name, phone number, and company representative you contacted.

BLOCK 4a - CONTACT EFFORTS:

Enter all contact efforts attempted IAW DTR 4500.9R Chapter 406. Enter the method/system used to obtain the contact information (e.g., DPS, vTOPS, GAL). Enter all available phone numbers, e-mail addresses retrieved from the method/system and if contact was made or attempted as well as the date of contact or attempted contact. Enter any remarks associated with the customer's shipment to include any contact with the customer and/or a relative/friend with valid POA.

BLOCK 4b - CONTACT EFFORTS:

Enter the date(s) that a written notification was mailed to the customer.

BLOCK 4c - CONTACT EFFORTS:

Enter the date(s) delivery confirmation was confirmed.

BLOCK 4d - MAILING ADDRESS:

Enter the address(es) of where the written notification(s) were addressed. Enter the street address, city, state, zip code, and country.

BLOCK 5 - MANAGEMENT REVIEW/SIGNATURE:

Self-explanatory.

Figure A-406-7. Personal Property Storage Management Notification (Cont'd)

Table A-406-1. Authorizing Authorities for Concurrence/Non-Concurrence of Conversion

Branch	Active duty members who have not acknowledged pending termination	All Others
Air Force & Army	Responsible Transportation Officer	Responsible Transportation Officer
Navy	Service HQ	Responsible Transportation Officer
Marine Corps	Service HQ	Responsible Transportation Officer (civilians only)
Coast Guard	Service HQ	Service HQ

Table A-406-2. Service Locators

<u>AIR FORCE</u>	<u>NAVY</u>
Personal Property Activity HQ PPA HQ Operations 1960 1st Street West, Room C-101 JBSA Randolph, TX 78150-4439 E-mail: ppahq.ppec.customerservice@us.af.mil	E-mail: HHGHELP@navy.mil
<u>ARMY</u>	<u>COAST GUARD</u>
The Transportation Office must work with their local Installation Military Personnel Offices who issue PCS, Separation, Retirement orders and have personal data on Soldiers in their automated system.	Assistant Commandant for Military Personnel COMDT (CG-1M12) smb-comdt-traveltransportationpolicy@uscg.mil
<u>MARINE</u>	
E-mail: usmcpersonalproperty@usmc.mil	

Table A-406-3. Local Invoicing Converted to Members Expense

Requirement	Documents in Invoice package	Information needed on document
Required – one of	1. Vendor Invoice 2. SF 1034 (Prepared IAW DoD Financial Management Regulation [FMR] Volume 5, Appendix D) 3. Vendor Invoice with Prompt Payment Certification (PPC) – NAVY Only	Vendor Name Vendor Mailing/Remittance Address Vendor Invoice number, or other identifying number invoice date Unit of Measure Unit Price Quantity/Description of Services Date Services Rendered
Required if LOAs are not included on vendor invoice, SF 1034	Vendor Invoice Valid orders with full LOAs	Customer's name, Valid HHG LOA
Required when third-party charges are on vendor invoice	Third-party invoice	Customer's name, amount of third-party charges
Required for Coast Guard	DD Form 1155	
Pay Office Designator	Pay Office to send invoices to	
Navy LOAs	DFAS Cleveland	
Army LOAs	DFAS Rome	
Air Force LOAs	DFAS Limestone	
Marine LOAs	DFAS Albany	
Coast Guard LOAs	DFAS Chesapeake	

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