

Transportation Office–Personal Property Branch
6501 E. Eleven Mile Road Building 232, Room 105

Warren, Michigan. 48397-5000

Hours: Monday – Friday 0730 - 1600

586-574-9625/26 (Inbound)

586-574-7826 (Outbound)

[mailto: DAMI_TransSvc@conus.army.mil](mailto:DAMI_TransSvc@conus.army.mil)

Upon arriving to US Army Garrison – Detroit Arsenal, service members should contact the Installation Transportation Office (ITO) inbound section to see if their household goods have arrived and to inform the ITO staff that the member and/or their families have arrived.

Personal Property Branch - Household Goods

Provides comprehensive personal property services, to include entitlements counseling, quality assurance and inbound shipment management. Responsible for moving property in and out of Non-temporary storage and booking of outbound household goods shipments with the carriers agents.

INBOUND SECTION

To schedule delivery of your property, request storage for an incoming shipment, or initiate a tracer action, you will need to contact the Inbound Section of the Transportation Office. When your property arrives, they will attempt to contact you before they place your property into storage. It is very important that they have contact phone numbers where you can be reached. Please provide the Transportation Office with your duty phone and/or home phone as soon as possible. Telephone (A-K): (586) 574-9625 / (L-Z): (586) 574-9626 and (DSN) 786-XXXX

OUTBOUND SECTION

Based on PCS orders, service members have entitlements to shipment and/or storage of personal property section. Weight allowance is based on rank and whether a service member is serving an accompanied or unaccompanied tour. Service members will need to contact the Outbound Section of the Transportation Office upon receiving of PCS

orders to schedule a counseling appointment and prepare an application for shipment.
Telephone contact: (586)574-7826 and DSN: 786-7826

ORDERS ARE REQUIRED TO SCHEDULE AN APPOINTMENT. TO MAKE AN APPOINTMENT YOU MAY ALSO PHYSICALLY REPORT TO WEST END OF BLDG 232, CENTER AVE, ROOM 105.

Appointments should be scheduled at least 45 days prior to departure. For further information and assistance telephone (586) 574-7826 and DSN:786-7826

Arranging Shipments: Contact the Installation Transportation Office - Household Goods Section as soon as PCS orders are received to set up an appointment to pick-up your property, at least seven copies of PCS orders are needed. Your shipment entitlement will be based on your rank and the number of dependents as prescribed by Joint Federal Travel Regulation.

Unaccompanied Baggage: Upon arrival at the installation, service members should contact the Installation Transportation Office (ITO) In-bound section to see if your household goods/unaccompanied baggage has arrived and to inform the TMO staff that the member and/or their family members have arrived.

Unaccompanied Baggage Weight Allowance U. S. ARMY Personnel	
Military members on permanent changes of station:	Allowance/Pounds
General Officers (0-8, 09 AND 0-10)	1000
General Officers (0-7) and Colonels (0-6)	800
Other Officers	600
Enlisted Members	500
Dependents of military members	
Each adult and child 12 years and older	350
Each child under 12 years of age	175

Personal Property:

When moving domestically or internationally the military gives you the option of moving yourself or having the government arrange and pay for the move.

In the event that you do not have a place for your property to be delivered, it will be held in temporary storage for up to 90 days (less any storage used at origin) at no charge to you. When delivery is desired, just call the Inbound Section (Telephone (A-K): (586) 574-9625 and L-Z: (586) 574-9626 with (DSN) 786-XXX), to arrange delivery.

Upon delivery of your property the carrier/agent is responsible for unpacking all cartons and removing the debris. If you waive unpacking, the carrier/agent is no longer responsible for the removal of packing debris or boxes that you unpack yourself. They are not obligated to pickup debris from those items you elected to unpack yourself.

Carriers are required to service appliances such as washers, dryers, stereos, etc. This service does not include installation in the residence. If the appliance was serviced at origin, the carrier/agent is required to service it at destination. Servicing of appliances at destination does not include electrical or plumbing connections etc.; it does include removing the washer packs.

During delivery, keep your copy of the inventory close at hand and check off each item, as it is unloaded. Compare the conditions of each article with the original inventory entry. Make a note of the inventory for each missing or damaged article and brief description of the damage. Make sure the carrier records the missing/damaged items on all copies of the inventory and DD Form 1840. If any additional damages or missing items are discovered after the carrier/agent has departed, you must record those items on the reverse side of the DD Form 1840 and submit to the JAG (legal office) at 586-574-5120 within 70 days of delivery.

The JPPSO is the only office authorized to order delivery of personal property or cancel deliveries. Any change or cancellation must be reported to this office 24 hours prior to delivery. **REMEMBER**, once an order has been given to make delivery and the furniture has been loaded aboard a vehicle, delivery must be accomplished or the property owner

will assume charges incurred. It is your responsibility to ensure that someone (you or an authorized agent) is home from 0800 - 1700 on the date of delivery.

You can authorize someone by Power of Attorney or written authorization to receive your property notification of which must reach our office prior to delivery. Failure to do so may result in additional charges to you for waiting time or extra trips made by the carrier. The normal operating hours for the carrier/agent are 0730-1600, Monday-Friday. If you need assistance, do not hesitate to call our staff at 586-574-9438 before the carrier/agent departs your residence.

POV Shipment:

The government has a worldwide contractor for shipping your automobile. The instructions for preparing your Privately Owned Vehicle (POV) for shipment are contained in a Military Surface Deployment and Distribution Command (SDDC aka MTMC) Pamphlet called "Shipping Your POV" found at the SDDC web site (<http://www.sddc.army.mil/>). Once your POV has been turned over to the government, it can be tracked through the Global POV web site in Quick Links.

A privately owned vehicle (POV) is any motor vehicle owned by, or on a long-term lease, to a member or a dependent of the member for the primary purpose of providing personal transportation. (Joint Federal Travel Regulation (JFTR), Appendix A)

Shipping and Storing Your POV pamphlets (includes listing of ports with contact information) can be obtained from your local Transportation Office or online through the contact for U.S. Army Garrison- Detroit Arsenal, Warren, Michigan Transportation Office.

If you are relocating to U.S. Army Garrison- Detroit Arsenal, Warren, Michigan from overseas and are shipping your POV, please contact your ITO – Personal Property Branch at your current duty station for entitlements and restrictions.

When you arrive, contact our local ITO – Personal Property Branch or the St Louis POV Processing Center for information on how to retrieve your vehicle. A member, regardless of grade, is authorized to ship only one POV at government expense to/from/between

OCONUS areas provided there are no military or host country restrictions and the vehicle meets the import requirements. It is extremely important that all members receive counseling on procedures and entitlements from the nearest Transportation Office and receive a copy of the "Shipping Your POV" pamphlet. You can also view quick links.

Shipment:

When you visit the ITO please bring the following with you:

Orders, Requested pickup date
Power of Attorney (if applicable)
Pickup/Delivery Address
Contact phone numbers

If you have a short notice PCS, let them know as soon as possible so they can work with you on your shipment

Pickup and Delivery:

Once you arrive at U.S. Army Garrison- Detroit Arsenal, Warren, Michigan, to arrange the pick up of your shipment(s), please contact the St Louis Vehicle Processing Center Office - Pontoon Beach, IL (JPPSO-SAT) at 1-800-275-3706. For options/information regarding delivery of your POV, contact the POV Processing Center. Visit [Contacts/Links](#) for additional information.

Self Moves (DITY): *A DITY move is a self move. You may make money on this move. Consult your Transportation Management Office for Assistance. Formally known as the "DITY-move"*

A Transportation Office must give you a briefing prior to moving. This briefing will be annotated on a DD Form 2278.

You will file your paperwork at your gaining Transportation Office. So if inbound to U.S. Army Garrison- Detroit Arsenal, Michigan, you will file your paperwork with them. When filing paperwork at destination, ensure you have the following items:

- DD 2278 -- Orders
- DD 1352-1 -- Weight tickets
- Checklist -- Contracts / receipts

DEFENSE PERSONAL PROPERTY PROGRAM (DP3)

The Defense Personal Property Program (DP3) is a new DOD program designed to improve quality of life for our service members, civilian employees, and their families through improved household goods moves. A centralized computer repository, Best Value procurement standard and a streamlined claims process are major initiatives to achieve superior household good transportation service. The Defense Personal Property System (DPS) is designed improve the move experience for all those involved. DPS provides direct and empowered communications between the service member and the Transportation Service Provider (TSP) – DPS is available 24/7 365 days a year from any location with internet access.

The goal of the Defense Personal Property Program is to focus on the quality of life for our service members, civilian employees, and their families by making their personal property move as smooth as possible. Success will only be accomplished if there is constant feedback on the program's performance.

The 12 question Customer Satisfaction Survey (CSS) is the cornerstone of the Defense Personal Property Program. The CSS is a web based survey that allows you or your spouse to rate the service and performance provided by the TSP. The goal of the survey is to help improve the overall move experience and ensure that only quality moving companies are used to move personal property.

Access the DPS Home Page at <http://www.move.mil/>

TSP Evaluations... The Cornerstone of DP3

The Customer Satisfaction Survey (CSS) is a web-based evaluation that allows a servicemember/DOD employee or spouse to rate the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you rate a TSP on the CSS determines whether they receive more or less DOD Household Goods business in the future.

IS THE CSS JUST ANOTHER SURVEY?

It is important for the Servicemembers/DOD Employees to complete the survey to help improve performance and provide maximum customer benefit. Survey results help determine which TSPs are used to move your personal property in the future. Your feedback is used to select the best TSP for DOD use.

For service members to have access to their surveys they need to provide their most up to date email address during inbound and outbound counseling sessions at PPSO locations.

Don't have Internet access? The **DPS Interactive Voice Response (IVR) system** will provide you with access to your shipment information

18006057177

18003262137

If the survey does not work upon receipt in the email there is a new CSS Hotline. Service members can complete their surveys via the phone by dialing 1-800-462-2176, Option 7. DSN 7707332 Option 7

Need Customer Satisfaction Survey Help?

If your shipment did **not** move via DPS...and/or to complete your CSS over the phone call

1-800-462-2176 or DSN 770-7332 option 7

NOTE: Have your CSS password available. If you do not have a CSS password, please e-mail the address listed below to request one.

General CSS Questions: sddc.safb.icss@us.army.mil

For Personal Property entitlements or functional questions, contact a Transportation Office

1. Go to the <http://www.move.mil/> website
2. Select DOD Customer

3. Select the link to register under Accessing DPS

For technical DPS systems issues contact the DPS HELP DESK

Toll Free: (800) 462-2176

Commercial: (618) 220-SDDC (7332)

DSN: 770-7332

sddc.safb.dps hd@us.army.mil

COMPLETING THE EVALUATION FOR TOPS SHIPMENTS

Note: You will only be able to access your survey when your shipment is in delivered status

If your shipment was moved via TOPS, your Bill of Lading # looks similar to JQ-895667:

Visit <http://icss.eta.sddc.army.mil>

If you receive a message stating that “No surveys are on file”, the delivery date for your shipment has not been entered into the system

Please e-mail sddc.safb.icss@us.army.mil with your GBL number and the date your shipment was delivered

Claims: *If you do have damage or loss during your move, the government will assist you with repairs and reimbursement of lost/damaged items. At this time, reimbursement is on depreciated value; therefore, it is critical that you check with your homeowners/renters insurance company for additional coverage during the move. If you have high-value items, which cannot be transported with you personally, make sure you have adequate coverage and that you inventory them properly. The weight estimator at the Military Surface Deployment Distribution Command (SDDC aka MTMC) web site (<http://www.sddc.army.mil/>) also allows you to keep a personal inventory in addition to the mover's inventory.*

If you discover loss or damage, upon delivery, you are required to list the loss or damage on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840). The carrier or the carrier's representative will provide you with this form at the time of delivery. This form is to be completed jointly by you and the carrier or carrier's representative who is delivering the shipment. The DD Form 1840 serves as a notice to the carrier of loss or

damage and a receipt of delivery.

If you discover additional loss or damage not annotated on the DD Form 1840, you must use the "Notice of Loss or Damage" (DD Form 1840-R) on the reverse of the DD Form 1840. Within 70 days of delivery of your household goods, you must report all damage and losses on the (pink) DD form 1840/1840R to the claims office so that the carrier can be notified. The entire state of Michigan is service by Fort Knox Kentucky claims office. In all instances mail all pink copies to, Office of the Staff Judge Advocate, Attention: Claims, Fort Knox. KY. 40121-5000. Ensure that you provide a return address, along with a daytime phone number. Be sure to keep a photocopy of the 1840/1840R (both sides) in the unlikely event that the form gets lost in the mail. Failure to report all damaged or missing items in a timely manner will normally result in a reduction in the amount of compensation for your claim.

After the (pink) DD form 1840/1840R has been file with the claim office, you must file the **completed** claims forms within two years from the date your shipment was delivered. Ft Knox, KY claims office will mailed you a package with instructions and documents required in order for your claim to be paid. Any questions or assistance needed to complete the package please contact the claims section (commercial) 502-624-6913/4648 or DSN 464-6913/4648 or e-mail ClaimsHelp@knox.army.mil.

You must allow both the government and the carrier to inspect the damage if either requests to do so. Do not dispose of damaged items until the damage has been inspected by all proper parties or you have been notified to dispose of it. In some cases, you may be required to keep the articles until your claim is settled, at which time some items may have to be disposed of through salvage channels or relinquished to the carrier.

Damage to your POV is also handled by the Ft Knox Kentucky Legal Office. Any questions or assistance please contact the claims section (commercial) 502-624-6913/4648 or DSN 464-6913/4648 or e-mail ClaimsHelp@knox.army.mil.

Self Storage: *Occasionally, it may be necessary to store your property at your expense. In order to compare storage facilities in your location, visit [Quick Links](#) to start the process.*

Upon arriving or departure and storage of house hold items service members should

contact the Installation Transportation Office (ITO) for entitlement information. Most storage facilities offer a specific service that most self storage or mini storage companies do not offer. They are then warehoused at a central location (usually a 50 mile radius from the turn in up point). They do allow access to the vaults at the warehouse location and to save money, most of these pick up and delivery storage companies will allow you to bring to their warehouse your desired storage items, where you would pack them yourself. This type of storage appeals to owners of personal storage such as household goods, intermediate storage while relocating or moving, long and short term storage. These storage facilities are also great for commercial accounts such as record storage or office storage. Warehouse storage sites are very economical for long term storage where there is little or no need to visit your stored goods on a regular basis. This type of storage tends to be less vulnerable to the temperature because of being warehoused in a building. Most do not offer vehicle storage, boat or RV storage. Moving and storage supplies such as boxes, packing material are usually available for purchase. Access hours tend to be limited and should be arranged in advance. These warehouse storage sites are typically opened 7 days a week, with access hours from 7:00 A.M. to 7:00 PM with the exception of major holidays.

Customs:

Moving to or from overseas, the government is responsible for your property clearing customs. Often people (for a variety of reasons) need or want to send property internationally at their own expense. The rules are constantly changing, so for the most up-to-date information, go to the U.S. Customs Service web site (<http://www.customs.gov/>)

When shipping personal property internationally at your own expense for any reason, you need to be aware of the regulations for your property clearing customs. You may want to check with ITO – Personal Property Branch for rules and regulations for a specific country. Under the consignment instructions for each country in the PPCIG (Personal Property Consignment Instructions Guide), your ITO personal property counselor can look up the policy and procedures for each foreign country.

Helpful websites:

Military Surface Deployment & Distribution command (<http://www.sddc.army.mil>)

USAF Household Goods (<http://afmove.hq.af.mil/default.asp>)

Navy Smart Web Move (<http://www.smartwebmove.navy.mil>)