

FREQUENTLY ASK QUESTIONS
PERSONAL PROPERTY SECTION

1 May 2007

OUTBOUND PERSONAL PROPERTY:

QUESTION: I just got my orders, what do I need to do?

ANSWER: Visit the Transportation Office at Ft Stewart/Hunter Army Airfield immediately if you intend to ship personal property. Request for Orders (RFO's) are not acceptable. Telephonic appointments are not honored. Clearance Papers are not required to make arrangements to ship your household goods.

QUESTION: What are your Hours of Operation?

ANSWER: The Business Hours are from 0830 hrs to 1530 hrs Monday through Friday except for Federal Holidays. Office is open on Training Holidays.

QUESTION: I plan on staying in the local area for a while after I get out of the military. How long do I have to use my orders?

ANSWER: On ETS orders you have Six (6) Months from the date of ETS to move your household goods to your Home of Record or Place of Entry on Active duty or an equal distance. If you have Retirement Orders, you are authorized One (1) year from date of retirement to move to your Home of Selection within the United States, including Alaska and Hawaii.

QUESTION: I have recently retired and will not be ready to move within the one year time frame. Can this time be extended?

ANSWER: IAW JFTR Travel and Transportation may be extended based on a request that includes an explanation of the circumstances warranting the extension. Travel and Transportation allowances may not be extended for no more than 6 years from the date of retirement.

QUESTION: How long does it take to get my household goods picked up?

ANSWER: During non-peak shipping season (September – April), usually 7 to 10 working days after initial visit is enough notice to have household goods and unaccompanied baggage picked up. During Peak Shipping season (May to September), it's possible that all carriers are booked as much as 20 work days in advance, therefore, it is imperative that you come to the Transportation Office immediately upon receipt of orders. This office will make every effort to accommodate the dates you desire, however, we must rely on the moving Industry to provide the service which may become saturated during peak periods.

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QUESTION: Can I ship furniture in my unaccompanied baggage?

ANSWER: Unaccompanied baggage consist of small items such as clothes, dishes, linens, small collapsible items such as cribs, playpens and changing tables. It should only contain items that you need immediately upon arrival overseas. All furniture is to be shipped as Household goods.

QUESTION: I have TCS orders and will be deploying soon. Can I move my household goods for my family back to my home while I am deployed?

ANSWER: NO, movement of Household Goods are not authorized on TCS/deployment orders.

QUESTION: I am on TCS orders and will be deploying soon. Can I put my household goods in Storage?

ANSWER: Special Storage of HHG in connection with deployment orders is authorized for only the categories listed below.

1. Single soldiers (both regular active duty and RC)
2. Soldiers married to another service member when both are deployed
3. Soldier married to another service member residing at different permanent duty stations.
4. Soldiers who are single parents with a childcare plan that requires the dependent to leave the residence

QUESTION: I have recently married and would like to ship my spouse's personal property. Am I authorized shipment of her property at government expense?

ANSWER: In order to be authorized shipment of personal property at Government Expense, that property must be your property, acquired by you prior to the effective date of your orders to Ft Stewart, GA. Property acquired after your report date to Ft Stewart, GA cannot be shipped at Government expense until you receive subsequent PCS orders.

QUESTION: I recently shipped my household goods or placed into Non-Temporary Storage (NTS). I've been deleted from the assignment, how do I get my property back?

ANSWER: Revocation orders are required. When revocation orders are received you should visit the local TO and complete documents so that property can be returned back to your previous duty station. If your property was placed in Non-Temporary Storage you have 90 days to contact the Non-Temporary Storage Section from the date of revocation order to have your property removed from storage. Contact the Inbound Section to have any shipped property returned.

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1 May 2007

Personally Procured Move (DITY)

QUESTION: I am considering moving my own property to my next duty station. How do I make arrangements for this and can you tell me how much money I will make?

ANSWER: To arrange a Personally Procured/Performed Move (DITY) you will need to visit the Transportation office with 4 copies of your orders. During your visit you must complete a DITY Application Worksheet. The worksheet will include information as to what type vehicle you will be moving in (rental or privately owned (POV)), whether or not you desire an advance operating allowance to aid in your moving expenses, and your estimated weight. If moving in a POV or privately owned trailer you will need a copy of the registration. After completion of the worksheet you will be scheduled to attend your DITY briefing appointment. At your DITY appointment briefing you will be provided the estimated incentive dollar amount computed from your estimated weight obtained from the worksheet. If you over estimate the weight this may result in a larger than authorized advance allowance and you will be required to reimburse the government the amount that exceeded your authorized amount for the actual weight moved. You will also be provided a list of documents that must be submitted to settle your DITY claim with the appropriate Finance Office. If towing a POV it must be detached when obtaining weights for your move. POV's cannot be weighed and be counted as part of your household weight allowance. After completing the move, to settle the claim documents should be returned within 45 days. When settlement documents are received cost will be recomputed based on actual weight moved supported by empty and loaded weight tickets. You will then receive payment of a monetary allowance equal to 95% of what it would cost the Government to transport the household goods, which includes any advance operating allowance received. Failure to obtain proper weight tickets will result in no incentive payment and pay back of any advance monies.

QUESTION: Where can I get my weight tickets for my DITY move?

ANSWER: You can get your weight tickets from any state certified weigh station. Weigh Stations are located at most Truck Stops and Moving/Storage Companies.

QUESTION: How long does it take to receive my DITY settlement after I complete the DITY move?

ANSWER: You should receive payment no later than 30 days after you complete your move and submit required documents to the appropriate Finance Office.

QUESTION: Do I get paid mileage on a DITY move?

ANSWER: No, the mileage is paid through Finance as a part of your Travel Pay.

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1 May 2007

QUESTION: Is my food and lodging covered by my DITY move?

ANSWER: No, this is paid through Finance as a part of your Travel Pay.

QUESTION: Can I do a DITY move and have the Government move some of my property?

ANSWER: Yes, you can do a DITY and a Government (GBL) move in conjunction with each other not to exceed you JFTR weight allowance based on your rank and dependent status.

INBOUND PERSONAL PROPERTY

QUESTION: I shipped property to Ft Stewart. How will I know my shipment is here?

ANSWER: Immediately upon arrival to Ft Stewart contact the Inbound Personal Property Section, Transportation Branch, Telephone 912-767-2889/4208/8130/6120. If your shipment has arrived, you will be given instructions on how to schedule delivery. If your property has not yet arrived, contact information will be taken and you will be contacted immediately when it arrives.

QUESTION: I just PCS'd to Ft Stewart and have property at another location. How can I get it here?

ANSWER: If your property is stored at government expense at another installation or at a residence address you must visit the Transportation Office, Inbound Personal Property Section. You will need your PCS order to Ft. Stewart and must process a request for shipment (DD 1299) which will be forwarded to the installation where your property is stored or to the installation responsible for the area in which your residence is located.

QUESTION: I PCS'd and shipped property to Ft Stewart and don't have a place to live. What will happen to my property?

ANSWER: You are authorized 90 days of temporary storage (SIT) when your property arrives. If you cannot take possession of the property prior to expiration of the 90 days you can request a second 90 day period. This request must be in writing at least 30 days prior to the expiration of the first 90 days period. Storage past 180 days is difficult to get authorized and cannot be approved by the local transportation office. Any questions regarding storage-in-transit should be directed to local transportation office.

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1 May 2007

QUESTION: I have just arrived and my property is still in Temporary Storage. I now have TCS orders and will be deploying. What happens to my property in storage?

ANSWER: Once you provide the Inbound Personal Property Section a copy of your TCS/deployment orders, your property may remain in storage until your return from deployment if your status meets one of the following categories listed below:

1. Single soldiers (both regular active duty and RC)
2. Soldiers married to another service member when both are deployed
3. Soldier married to another service member residing at different permanent duty stations.
4. Soldiers who are single parents with a childcare plan that requires the dependent to leave the residence

NOTE: If the dependents are at the new duty station or choose not to come to the new duty station and for whatever reason cannot or will not accept delivery, the storage converts to your expense.

QUESTION: Why do I have to be available from 0800 to 1700 to have my property delivered? Why can't the moving Company give me a time?

ANSWER: Transportation Providers are required by Regulations to deliver or pick up property between the hours of 8 AM and 5 PM Monday through Friday. These hours can however be extended beyond 5 PM during peak periods.

QUESTION: I PCS'd to the Ft Stewart area, where do I turn in my paperwork to file a claim for loss or damage to my household goods?

ANSWER: You need to take your documents (GBL, Inventory and DD 1840's) to the Claims Office. To contact the Staff Judge Advocate, Claims Department, Ft Stewart. GA. Telephone 912-767-7511

QUESTION: How long after my property is delivered do I have to file my claim for damages?

ANSWER: You have 70 days to initiate your claim against the carrier and 2 years to finalize the claim with the Government.

NON-TEMPORARY STORAGE (NTS):

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1 May 2007

QUESTION: My property was stored in Non-Temporary Storage, at Ft Stewart, I'm now ready for it to be shipped. What do I need to do?

ANSWER: You must visit the Transportation Office, where you are currently stationed. You will need your PCS order to your new duty assignment and must process a request for shipment (DD 1299) which will be forwarded to Ft Stewart, GA. You will need to contact the Ft Stewart, NTS Section, if you desire any information about release dates. If you are not located near an installation you can fax a written request to 912-767-7023. If stored on ETS or retirement orders you must have a delivery address.

QUESTION: If I have TDY Orders (DD Form 1610) sending me overseas for 179 days, can I store my household goods and ship some also?

ANSWER: No, Non-Temporary Storage is not authorized for TDY and return to same duty station.

QUALITY CONTROL (QC):

QUESTION: What time will the movers be at my residence to pack and pickup my furniture?

ANSWER: The movers will arrive at your residence between 0800 and 1700 hrs. If on your confirmed pack, pick-up, or delivery date and the movers have not arrived by 1500 hrs contact QC at 912-767-4211/9188/9187.

QUESTION: Will the movers return to pick up packing material at a later date?

ANSWER: No, if you unpack yourself, and waive the unpacking, the movers are not required to return and pick up any packing material.