

INBOUND CHECKLIST

30 OCT 2013

I. **Guidelines for Inbound shipment**

- A. Contact the Inbound Section at 912- 767-4208/ 2889/ 8130 and provide the following:
 - 1. Contact phone numbers (work, cell or home)
 - 2. Delivery address and email address
 - 3. A designated agent authorized to receive property in your absence.
- B. Our office will contact you when your shipment arrives, at the contact number you provided, only for Direct Procurement moves (DPM). If you have a Defense Personal Property Shipment (DPS) Inbound can provide you with the phone number to your Transportation Service Provider (TSP) and you will schedule your delivery with your TSP. You may not know the difference between the two shipments; you can contact our office and we will check for you.
- C. If shipment goes into storage then 90 days of storage will be authorized.

II. **Guidelines to schedule delivery out of Storage in Transit (SIT/Temporary Storage).**

- A. Contact the Inbound Section
- B. Our office will contact the storage company (DPM Shipments only) to schedule your requested date and provide you with the name and phone number of the storage company where your property is stored.
- C. For DPS Shipments, our office will give you the number and the name of the storage company to schedule your delivery date.
- D. On day of Delivery:
 - 1. You will have to be available for delivery from **0800 to 1700**.
 - 2. If the moving company comes to your residence on the day of delivery between the hours of 0800 to 1700 and you're not at the residence you could be charge an attempted delivery, depending on the circumstances.
 - 3. If you need to cancel your DPM delivery for any reason, you will need to contact our office **24 hours** in advance.
 - 4. DPS shipment you will need to contact your Transportation service Provider (TSP) **24 hours** in advance.
 - 5. The movers that deliver your household goods are required to unpack and take away all boxes, packing material and debris at that time. If you decide to unpack yourself, you will be responsible for removing boxes, packing material and debris. Keep in mind, the moving company will **Not** come back to your residence to remove boxes, packing material or debris after they have completed your delivery. The movers are responsible to reassemble all items that were disassembled at origin by the movers.

III. **Guidelines to request an additional 90 days of Storage in Transit (SIT/Temporary Storage).**

- A. Service member provides this office with a written request asking for extension and must give reason why an extension is being requested.

- B. Service member may request the extension by visiting the office (you will fill out an extension form DD 1857).
- C. Service member will **Not** be authorized more than 180 days of SIT; unless member is TDY or deployed. Orders are required to support your written request for the extension. Service member will **Not** receive more than 180 days of storage for having a home built, availability of suitable housing, etc.
- D. Our office will notify the service member if the extension is approved or disapproved.

IV. Customer Satisfaction Survey (CSS) for DPS shipments

- 1. After receiving your delivery at destination, you are asked to complete a CSS survey. The CSS is the primary source of data that is used in determining the performance portion of each Transportation Service Provider (TSP). It is very important to update your e-mail address and contact information at destination. You will be informed on the importance of completing the CSS on the web upon delivery of each shipment moved. If you did not complete this survey you will receive e-mail reminders. You, as a customer, can assist in improving the quality of personal property moves. Your opinion counts and every completed survey enhance the program. To access the survey, please go to: <http://www.move.mil>. Upon entering this website, click on the DOD service Members and Civilian (DOD) tab, and then select the appropriate hyperlink to complete the CSS.

V. Guidelines for Claims, Loss/Damages: Unfortunately, you may suffer loss or damage to your personal property during your movement. If your property is lost or damaged you have the right to file a claim directly with the TSP through move.mil.

- 1. For shipments not processed in DPS, a member notifies the TSP of Loss/Damage noted the day of delivery on DD Form 1840. The member/designated agent and the TSP sign/date DD Form 1840 on the date of delivery. Additional loss/damage noted after the delivery date is recorded on DD Form 1840R, Notice of Loss or Damage.
- 2. When filing a claim for Loss/Damage you do so at your Military Claims Office.

VI. Guidelines on requesting property from Non-Temporary Storage (NTS) through another base that the government is paying to be delivered to the Fort Stewart/Hunter area of responsibility:

- A. Service member will need to fill out a Non-Temporary Storage Release Form and provide our office with a copy of orders (PCS, Retirement, or Separation).
- B. Our office will process a DD Form 1299 (Application for Shipment) and fax all documents to the origin Transportation Office.
- C. Please allow 4 to 6 weeks from the time you request your property be released from NTS until your shipment arrives.
- D. Our office will **Not** process an NTS release request without a complete delivery address.