

PERSONAL PROPERTY PROCESSING OFFICE (PPPO)

The Personal Property Processing Office (PPPO)
Copeland Soldier Service Center
18010 T.J. Mills Blvd, Room A104



Hours of Operation:

0800-1145 and 1300-1500: Monday – Fridays

Closed for all Federal Holidays and training holidays and unless otherwise posted

Call Center: 254-287-2200

For general questions and shipment information.

Inbound shipments	Option 1
Outbound shipments	Option 2
NTS Shipments	Option 3



PPM Settlements:

Monday – Friday 1300-1500 Room A111

Walk-ins for DPS Lab:

Monday – Thursdays 1300-1500 and Fridays 0800-1145 & 1300-1500

The PPPO Counseling Team counsels, briefs and processes shipment applications for the shipment and/or storage of household goods (HHGs). This includes Personal Procurement Move (PPM) settlements.

NOTE: The PPPO will have a counselor available to process all **BLUEBARK** and **Threat to Life** shipments on a daily basis from 0800 – 1145 and 1300 – 1500 Monday through Friday.

Briefings: Room A104N **Due to limited seating, an appointment must be made at the front desk and no children are allowed at briefings:** Please NOTE: RM A111 is used as back up briefing room.

PPM (DITY): Monday – Thursday 0900 **NOTE:** Mandatory requirement for PPM

Separation/ETS/Retirement: Monday, Tuesdays & Wednesdays 0900 in RM A111; **NOTE:** Mandatory for final moves

PCS & First Time Move: Thursdays 0900, RM A111; **NOTE:** Mandatory for all first time moves; refresher brief for PCS moves.

Claims Briefing: Fridays, 0900 RM A111; NOTE: This Briefing is in explains how to file a claim.

Prior to attending any of the briefings, all customers are required to go to www.move.mil and create a user name and password. This can be done from your home computer, or in the DPS lab.

Household Goods, Non-Temp Storage and Unaccompanied Baggage pick up dates

All shipment applications need to be completed in the Defense Personal Property System (DPS). Each shipment (i.e., HHG, unaccompanied baggage, or Non-Temporary Storage) is entered separately by the order that initiates the move. Once each shipment is completed you must sign and date the appropriate forms as follows:

DD Form 1299 (blocks 15 A & B)
DD Form 1797 (blocks.9 C & D)

These forms for each applicable shipment must be turned in at the PPPO front desk with a copy of orders OR Upload all signed documents into DPS and email signed documents to usarmy.hood.ilsc.mbx.trans-pers-prop-outbound@mail.mil

Release of Household Goods from Non-Temp Storage

Download and complete [NTS Release](#) form

Complete shipment application for Household Goods in DPS (www.move.mil)

Email completed and signed documents to.

usarmy.hood.ilsc.mbx.trans-pers-prop-outbound@mail.mil

PPM: DD Forms 2278, 1351-2 and Expenditure Checklist.

NOTE: These forms must be returned with a copy of orders for each applicable shipment for processing

Our Quality Assurance (QA) Team monitors preparation, shipment and delivery of personal property by the TSP or contractor. If you have any questions or complaints regarding the TSP/contractor services, loss and/or damage of your property, call: 254-287-6152. You can file your claim on the www.move.mil. When claims cannot be agreed upon within 30 days between the TSP and customer, the customer may contact the US Army Center for Personnel Claims Support (CPCS), Fort Knox, KY at 502-626-3000; DSN: 464-3000 and fax: 502-626-1320. The website to initiate your claim with CPCS is <http://www.JAGNet.army.mil/Pclaims> or email usarmyknnoxhqda-otjag.mbx.cpcs@mail.mil. For assistance after normal duty hours please call the COC at 254-287-2520.

POV Processing

A Vehicle Processing Center is located at **957 Heinz Way, Grand Prairie, TX, 75051** for movement/storage of Privately Owned Vehicles (POVs) worldwide. There contact information is: **Commercial: 469-203-8629 or Toll Free: 855-389-9499; Fax: 972-639-3976 and Email: Dallas.VPC@ialpov.us**

The center offers service and convenience for POV turn in and pick up to Department of Defense personnel departing for or returning from overseas assignments. Customers can obtain detailed information on the shipment and storage of their POV from the IAL website at www.pcsmypov.com.

POV Storage:

- If you are authorized POV storage at government expense you must get a storage letter to take to the VPC from your Servicing Transportation Personal Property Processing Office prior to taking you POV to the VPC for storage.
- To store your POV at your own expense you must get an approval letter from the servicing Transportation Personal Property Processing Office.

Are you prepared to make your move?

Whether you are preparing for Retirement, PCSing, or separating from the Service the Fort Hood Transportation Office is here to assist you. Relocating is a challenging and stressful time, and it is not uncommon for the average Service Member to move every few years. Being well-prepared for your move will help ensure minimal disruptions to you and your Family. Upon receipt of your orders, begin preparing for your move by registering in the Defense Personal Property System (DPS) online at www.move.mil. The website hosts online briefings to assist you with the moving process, and affords you the ability to schedule dates for property pick up. DPS can be accessed from any computer with internet access. [Full Story](#)

INBOUND PERSONAL PROPERTY INFORMATION

1. Welcome to Fort Hood, Texas. The Installation Transportation Office, Personal Property staff is available to assist with your inbound processing and facilitate your smooth transition into the Fort Hood Community. We will order delivery of your personal property or cancel deliveries based on your communication with us.

2. If you are expecting the arrival of household goods or unaccompanied baggage just call the Inbound Team at 254-287-2200 option 1.

If no answer call 254-287-2200 option 2 to obtain the status of your shipment. You may also come into our office. Please provide the counselor with a correct phone number (duty or home) and complete address, street address, apartment address, quarters address or barracks address (building #, stack or wing, floor #, room #, front and side street names) so we can expedite delivery of your property. We will contact you as soon as your shipment arrives by your Transportation Service Provider (TSP).

3. If your property has arrived and you are ready for delivery, you can make delivery arrangements the same way. Be sure you have the correct address (building number and room number for barracks). Delivery can usually be scheduled in three to seven workdays.

4. If your property has arrived and you do not yet have an address, your property will be held in temporary storage for up to 90 days (less any storage used at origin). An additional 90 days may be approved, but must be requested in writing, through our office. When delivery from storage is desired, call the Inbound Team at 254-287-2200 option.

5. Unpacking/Placement/Assembly. You are entitled to complete unpacking. If waiving any or all unpacking is to your advantage, you must sign a DD 619-1. Unpacked boxes and packing material will be removed from the residence by the carrier/agent when delivery is complete. Packers are not required to return to pick-up these items. You are authorized one time placement of your furniture. All items disassembled at origin by the carrier/agent (including German shrank) will be reassembled by the carrier/agent or a third party at a later date.

6. If there is any damage or missing property notify the moving company immediately. You must note damaged/missing items by inventory item number. You have 70 days from the date of delivery to turn in your claim to the carrier. If you have not received a response from the company within 30 days, contact **US Army Center for Personnel Claims Support (CPCS), Fort Knox, KY at 502-626-3000; DSN: 464-3000 and fax: 502-626-1320. The website to initiate your claim with CPCS is <http://www.JAGNet.army.mil/Pclaims> or email usarmyknoxhqda-otjag.mbx.cpcs@mail.mil.**

7. You are responsible to ensure that someone (you or an authorized agent) is at your delivery address from 0800-1700 on the date of delivery. Failure to be available on date of delivery may result in payment of attempted charges by the service member.

8. The Quality Assurance Team monitors preparation, movement and delivery of personal property by the TSP, local carrier or contractor. If you have any questions or complaints regarding the contractor/carrier service, damaged or loss of property call: (254) 287-6152. For assistance after normal duty hours please call the COC at 254-287-2520.

OUTBOUND PERSONAL PROPERTY FREQUENTLY ASKED QUESTIONS

We get a lot of questions concerning the movement process. To better understand this process we've provided a list of frequently asked questions with their answers.

1. Can I make an appointment over the phone to move my Household Goods (HHG's) via Government or Personal Procured Move (PPM)?

Government: No. You cannot make an appointment telephonic. You must access the Defense Personal Property System (DPS) our automated system to input your application. First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS. To obtain an ETA login ID and password, go to <http://www.move.mil>. Once you have accessed Move.mil, click on "New to Move.mil - First Time Users Click Here!" Follow the instructions, after obtaining a user ID and password, select "Login to DPS". You may also email the DPS login instructions to the customer. You can/ go on-line to register for a user name and password and self-counsel. (This takes anywhere from 5 to 20 minutes to get a user name or password). Once you register you can login to the system and following the instructions for self-counseling. Once you complete the self-counseling you must do the following if you want the government to move your property:

- a. Create your application in DPS.
- b. You must print and sign the DD Forms 1299 and 1797 and any other required documents.
- c. If you have a scanner at home you must scan and upload your signed DD Forms 1299, 1797, and orders into the DPS system. You must also bring a copy of your signed 1299, 1797 and orders to the front office.
- d. If you don't have a scanner at home you must print and sign the DD Forms 1299, 1797 and bring these documents to our office front desk along with a copy of your orders.

Personally Procured Move (PPM) (Old DITY): No. You will need to come into our office at The Copeland Soldier Service Center Bldg. 18010 Rm. A104, with a copy of your orders to make an appointment to attend the PPM briefing to complete your packet for the PPM move. Those briefings are held on Monday and Wednesday mornings RM A111 at 09:00. Our office is located in the Copeland Soldiers Service Center, Bldg. 18010 RM A104, our hours of operation are from 09:00 -11:45 hours and 13:00 - 15:30 hours Monday - Friday except for Federal Holidays and Training Holidays.

2. Do I need my Orders or Clearing Papers to attend a Personal Property Briefing?

For the Personal Property Briefing: You do not need orders or clearing papers to attend the Personal Property Briefing.

The Personal Property Briefing is mandatory for Retiree, Separates, and First Time Moves.

PPM/(DITY): Monday – Thursday 0900 **NOTE:** Mandatory requirement for PPM

Separation/ETS/Retirement: Mondays & Wednesdays 1300; **NOTE:** Mandatory for final moves

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For DITY: You Must have orders.

3. Can I move my House Hold Goods without attending or viewing a Personal Property or DITY Briefing?

NO. You cannot move your HHG without receiving/attending a personal property or PPM briefing, or completing the self-counseling processing through/ in DPS prior to the movement of your household goods. PPM briefings are mandatory.

4. When can I get my personal property picked-up?

You may ship personal property at any time after you receive your official orders/authorization (e.g., PCS, Separation or Retirement). Normally...2 weeks from the time you turn in your paperwork and orders to the Transportation Office. It is recommended that you turn your paper in 30 Days prior to your desired move dates

5. What time can I expect the carrier to pick up my House Hold Goods (HHG)?

The Carrier will not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the PPSO and the customer. You or Your Representative (18 yrs or older designated as your releasing agent on your DD Form 1299 or by Power of Attorney) must be available at the residence during the entire period until they arrive/leave.

NOTE: If you or your Representative is not available for a NTS shipment an attempted pick up charge can be assessed at the Service Members or Civilian's expense and could cause a 3-5 (working) day delay of movement of your HHG's.

6. Can I ship to a destination other than what is authorized on my orders?

Yes...However shipping to an other than authorized destination could result in excess cost which is an Out Of Pocket Expense to the service member or civilian. Your counselor will advise you of the possible cost.

7. Will the Government move my boat?

Yes, Boats under/equal to or less than 14 FT X 6' 10" X 6' 5" with/without trailers can/may be moved with/or without the HHG shipment. (IAW DTR Chap 412, A, 2). Within CONUS for military, for civilian personnel transfer phone call to a supervisor or counselor.

Boats or personal watercraft which exceed 14 feet in length, but 18 feet or less in length will be shipped using the OTO program or personally procured transportation. This may require making a second shipment, which could cause excess cost to the Service member or Civilian employee. Recommend doing a PPM/DITY Move for boats in excess of 14 FT with trailers.

8. Can I ship a Privately Owned Vehicle (POV) stateside?

No, unless it meets the criteria below is under the below circumstances: IAW JTR 5322 A b. (1) An eligible member ordered on a PCS between CONUS PDSs: (1) Is physically unable to drive (a dependent's inability to drive does not satisfy this criteria).

Retirement Entitlement:

- Authorized up to one (1) year to ship/store their HHG to a Home of Selection (HOS) from the effect retirement date.
- Authorized an extension of travel-transportation entitlements if they have not used their shipping entitlements initial one year. A request must be submitted at least 60 days prior to the expiration of the initial year and done in yearly increments up to five (5) years.
- NTS storage is authorized for one year only. Anything over that one year is at retiree's expense.

Separation (ETS) Entitlements:

- Authorized six months (180 days) to ship or store their HHG to their Home of Record (HOR) from the effective separation date.

1 March 2014 Professional Books, Papers and Equipment has been limited and redefined

Effective 1 March 2014, the Joint Travel Regulations (JTR) redefines all Professional Books, Papers and Equipment (PBP&E) and limits the amount of PBP&E weight allowance to 2,000 pounds with no authority to waive the limitation. PBP&E is also referred to as PRO or PRO-Gear. This change is effective for all Permanent Change of Station (PCS) Orders issued on or after 1 May 2014. Not affected is the current total weight allowance for uniformed members and may be included as HHG for a civilian employee or transported separately as an "administrative expense" incident to a PCS.

For more information please click here

PPM/DITY Moves:

Personally Procured Moves (PPM, formerly DITYs) can also be initiated at the move.mil website. On the move.mil website, follow instructions on the site to register for an account and get a password. If you have problems with the site call 1-800-462-2176. After initiating your PPM you must schedule an appointment at our front desk, and attend a PPM briefing to receive your paperwork. Bring a copy of your orders. If you already have initiated a government move, select "Create New Shipment". Select "YES" for Personally Procured Move, PPM. Then submit your request. You should have your PPM submitted on line prior to attending your briefing.