

Frequently Asked Questions

Inbound Personal Property

How will I know my shipment has arrived?

Immediately upon arrival contact the Inbound Personal Property Section in Transportation at 309-782-1378/1360. 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 once it arrives. You can also log into DPS to check the status of your shipment.

I just PCS'd and have property at another location. How can I get my property here?

If your property is stored at Government expense at another installation, contact the Inbound Personal Property Section. Along with your request for shipment and PCS orders, a request for shipment will be processed and forwarded to the installation where your property is stored. You will need to come into the Inbound Section to make those arrangements.

If your property is located at a residence or in private storage at another location, come into the Outbound Personal Property Section with copies of your PCS orders. A Counselor will complete documentation to have your property shipped here.

I have property shipped here that is in storage. The 90 days storage is about to expire and I am having a house built. How can I get the storage extended?

Contact the Inbound Personal Property section and request in writing an extension of Storage. Recent change in the Joint Federal Travel Regulation (JFTR) only provides for a maximum of 180 days temporary storage without approval. Additional storage beyond 180 days may not be authorized/approved if you elect to have a home built while other housing is available.

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?

Transportation Providers are required by Government Regulations to deliver or pick up property between the hours of 8 AM and 5 PM Monday through Friday. Upon your request, the Transportation Provider may schedule your move for morning or afternoon.

Where do I turn in my paperwork to file a claim for damage to my household goods?

If it is a DPS shipment you will file your claim in DPS directly with the Transportation Service Provider (TSP). If it is a Direct Procurement Method (DPM) shipment you will file your claim with the destination DPM agent. If it is a Non-Temporary Storage shipment, contact the Transportation Office for assistance.

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

You have 70 days to initiate your claim against the carrier, 9 months to finalize the claim for Full Replacement Value (FRV) and 2 years for depreciation value.

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

Movers are required to remove all packing material after they have unpacked your household goods. If you waive the unpacking and decide to do it yourself, the movers are required to return and pick up the packing material. This request must be made through the Transportation Office within 30 days of your delivery.

Can I ship furniture in my unaccompanied baggage?

Unaccompanied baggage consist of 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.