

Personal Property Shipping Office (TRANSPORTATION) SCRIPT

Welcome to the National Training Center Fort Irwin California. The Personal Property Shipping Office hours of operation are Monday through Friday, excluding Federal holidays, 7:30 AM to 4:30 PM.

Upon arrival to Fort Irwin it is important to establish contact with our office. At that time, we will obtain or verify contact phone numbers and any additional information. Verifying this information is vital to the successful scheduling and delivery of your household goods.

If you have not already made arrangements to ship your household goods, please visit or call our office to make an appointment for one of our briefings or visit www.move.mil for information on the self-counseling process. Group briefings for inbound personnel are held in our office every Tuesday, excluding holidays, at 2:00 pm. Please contact our office to schedule an appointment for the group briefing.

If you are considering a partial personally procured move (PPM) or DITY move, keep in mind you are authorized a one-time partial delivery of items from your main shipment if the shipment is placed into storage. This may be helpful information when planning your travel across the States in your privately owned vehicle. To finalize the PPM process and

receive payment, all PPM documentation must be submitted to our office. If you have received an advance payment on your PPM, please keep in mind there may be a time limit for you to finalize and submit your paperwork.

For those who may deploy after arrival to Fort Irwin, please be advised that only those who meet the specific criteria set forth in the Personnel Policy Guide (PPG) for Military Personnel are authorized special storage of household goods. Please contact our office for detailed information.

By now, you may have been introduced to the Defense Personal Property Program (DP3) which 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. Included in this program is the Defense Personal Property System (DPS). DPS is a web-based system which is designed to improve the move experience for all those involved. DPS provides direct communication between the service member or DOD employee and the Transportation Service Provider (TSP). DPS is available 24/7 365 days a year from any location with internet access.

Also included in this system is the Customer Satisfaction Survey (CSS) which is a web-based evaluation that allows a service member, DOD employee or spouse to score the service and performance provided by a Transportation Service Provider (TSP) during their personal property move. How you score a

TSP on the CSS determines whether they receive more or less DOD household goods business in the future.

For more information on DP3, DPS or CSS, please contact your local transportation office, our office or visit www.move.mil and click on **DOD Customer**.

It is our pleasure to serve you and to help you make a smooth transition to your new life here at the NTC.