



NON-TEMPORARY STORAGE

MAY 2026

Visit the Personal Property Activity website at ppa.mil for more information.

What is Non-Temporary Storage (NTS)?

Department of War personnel can use their NTS entitlement to place personal property in long-term storage. Authorization may be granted for a PCS move to an overseas or to a remote location that limits personal property shipments, or for personnel who are retiring or separating and awaiting a final home address. Note that NTS facilities are not required to be climate-controlled. For specific details on your entitlement, contact your local TO.

Can my property going into NTS be packed in plastic containers?

Yes, if you have items in your own plastic containers, they can only be stored if the entire container fits inside an approved fiberboard box. All personal property entering NTS must be secured in approved fiberboard boxes. If a plastic container is too large, the moving company will remove the contents and repack them into a proper box. All packing materials must be in new or sound condition, and new materials are mandatory for packing mattresses, box springs, linens, bedding, and clothing.

Can I store firearms and/or gun safes in my NTS shipment?

Yes, you may store firearms and gun safes in your NTS shipment as long as you:

- Do not ship or store firearms in a locked box or safe. Combination or keys must be provided to the NTS moving company.
- Remove all ammunition from your safes and firearms prior to the packers' arrival. Ammunition cannot be stored in your NTS shipment.
- Ensure your firearm and gun safe's information (make, model, year, serial number, unique characteristics, and caliber or gauge) is written on your inventory.
- Do not pack any privately made firearms without a serial number. Privately owned firearms manufactured prior to 1968 may not have a serial number and will be accepted and annotated as such on the inventory and acknowledged by you or your designated representative.
- Prepare firearms for long-term storage according to the manufacturer's recommendations prior to pick up. The moving company has no responsibility to perform preventative maintenance on firearms while in storage. Claims will be denied due to lack of preparation of firearms for storage. Contact your local TO for details.

Can I store consumable items or lithium batteries in my NTS shipment?

No, these items create an unacceptable risk to personal property. Consumable food items could result in an infestation of rodents and/or insects in your personal property. This rule applies to all canned food, dried food, hermetically sealed food, spices, consumable liquids, and any other applicable food items. Liquid goods are highly susceptible to freezing, breakage or leakage, which may result in damage not only to your NTS shipment but other shipments in long-term storage as well.

All lithium batteries are prohibited from being stored in NTS shipments.

What if the NTS moving company damages my residence during the pack-out or delivery of my property?

Your moving company is responsible for damage caused by any employee(s) to your home during the move. For example, scratched floors, dented walls, torn grass, etc. The crew will perform a walk-around with you upon arrival and before departure to document your property's condition on the "DP3 Real Property Damage Form."

- If damage is found after the NTS moving company has departed your residence, you must request a claim and seek recovery/restitution directly from them. You must notify the NTS moving company and provide your contact information within seven (7) calendar days.

What is the process of identifying loss and damage during and/or after the time of delivery?

Note: The following applies to shipments delivered by a NTS moving company. Refer to our Personal Property Claims fact sheet for the non-NTS loss and damage process.

At the time of delivery, the NTS moving company will give you a "DP3 Notification of Loss or Damage AT Delivery form." You/your agent and the moving company representative will jointly inspect your items and note any issues on this form before signing it. You will receive one copy. If items are missing, the moving company must immediately begin a tracer action and inform you of the results within 30 days. The goal is to locate your personal property before a claim is necessary. If the items are found, the moving company will deliver them to you at no additional cost.

For any issues discovered after the delivery crew has left, you must follow these critical deadlines:

- Within 180 days of delivery, you must submit the DP3 Notification of Loss or Damage AFTER Delivery form to the moving company for any newly discovered issues.
- For shipments picked up prior to May 15, 2026, you must submit your final claim within 9 months of delivery to retain eligibility for Full Replacement Value. For shipments picked up on or after May 15, 2026, the timeframe has been extended to 12 months for submitting a claim.

Note: If the moving company fails to provide you with both of these forms, your requirement to notify them may be waived, unless they can prove they provided you with claim and contact information through another method.

Key Reminder

If you place any personal property into NTS, keep your TO and the moving company storing your personal property informed of changes of address, phone numbers or e-mail address. If you are a DoW civilian, you should also keep your Resource Advisor informed of changes due to fiscal year funding renewal requirements for storage of personal property. If stationed overseas and your tour is extended or you PCS to another overseas tour, ensure you provide your TO a copy of your new orders/authorization with the amendments/endorsements to ensure your personal property continues to be stored at Government expense. Failure to do so may result in the storage cost converted to your personal expense, which will result in denial of later claims for loss/damage if a joint inspection was not performed beforehand. For more information contact your servicing TO.



WHO TO CALL FOR HELP

1. Local transportation office (TO):

<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. Branch of service customer call centers:

Army: 520-706-8613 Navy: 855-444-6683 Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO

3. Personal Property Activity Call Center:

833-MIL-MOVE (833-645-6683)

PPA Customer Call Center: PCSCallCenter@mail.mil

DPS or MilMove Technical Help: transcom-ppa-dtsc@mail.mil

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determine which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.