



What is Non-Temporary Storage (NTS)?

If you are entitled to NTS, it can be used to place some of your personal property into long-term storage. Examples of when this might be authorized include PCSing overseas or to a remote location where you are not able to take all of your personal property, or retiring or separating, but not yet having a final destination address. Contact your local transportation office (TO) for details. *NOTE: NTS facilities are not required to be climate controlled.*

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

Yes, if the plastic container with your property can be packed (fits) in an approved fiberboard box. If the plastic container cannot be packed in an approved fiberboard box, the NTS TSP will remove your property from the plastic container and repack it into an approved box. The containers and materials used must be in new or sound condition. New material must be used 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 TSP.
- Remove all ammunition from your safes and firearms prior to 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 NTS TSP 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, food and liquid items create an unacceptable risk to personal property. Food items could result in an infestation of rodents and/or insects in your personal property. This prohibition is inclusive of canned food, dried food, hermetically sealed food, spices, consumable liquids, and any other applicable food items.

- Additionally, liquid goods are prohibited due to the lack of storage facility environmental requirements (climate control). These 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 TSP damages my residence during the pack-out or delivery of my property?

- The NTS TSP is responsible for damage caused by employee(s) to your home or residence. For example, scratched floors, dented walls, torn grass, etc.
- Upon arrival and before departure from residence, the NTS TSP will conduct a joint inspection (walk-around) with you and report real property condition and note any damages (interior and exterior) in writing on the "DP3 Real Property Damage Form."
- If damage is found after the NTS TSP has departed your residence, you must notify them within 7 calendar days and provide your contact information.
- You must request a claim and seek recovery/restitution directly from the responsible NTS TSP.

What is the process of identifying loss and damage during and after delivery of my property?

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

The NTS TSP will provide a Notification of Loss or Damage AT Delivery form. With the NTS TSP, you or your agent will identify any items missing or damaged at the time of delivery on this form. It will be jointly signed by you or your agent and the NTS TSP representative and you will receive one copy. In case of missing items, a tracer action will be initiated immediately by the NTS TSP upon notification from you. The NTS TSP will advise you in writing of the results within 30 days from the date of delivery of your shipment. Every effort will be made to locate the missing items before advising you to submit a claim. If a claims action has not been initiated, the NTS TSP must expedite the located missing items to you at no additional cost to the Government or the customer. Within 180 days after delivery, you must submit the DP3 Notification of Loss or Damage AFTER Delivery form to your NTS TSP. The NTS TSP's failure to provide you both forms may eliminate any requirement of notification to the NTS TSP, unless the TSP can show proof of other method used to provide information on how to contact the TSP and submit notice and claims. To retain eligibility for the Full Replacement Value program you must submit the complete claim no later than 9 months from the delivery date.

Key Reminder:

If you place any property into NTS, keep your TO, your Resource Advisor if you are a DOD civilian, and the NTS TSP storing your property informed of any changes of address, contact phone numbers, e-mail address or receipt of new orders/authorization. If stationed overseas and your tour is extended or you PCS to another overseas tour, ensure you provide your TO a complete copy of your new orders/authorization and amendments/endorsements. This action ensures your property continues to be stored at Government expense. Failure to do so may result in the storage cost converted to your expense, creating a financial cost for you. Conversion to your expense will result in denial of later claims for loss or damage if you fail to conduct a joint inspection prior to conversion. For additional 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: 800-521-9959	Navy: 855-444-6683	Air Force, Marine Corps & Coast Guard: Contact your local TO
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3. Personal Property System Response Center:

Toll Free: 833-MIL-MOVE (833-645-6683)