



Non-Temporary Storage

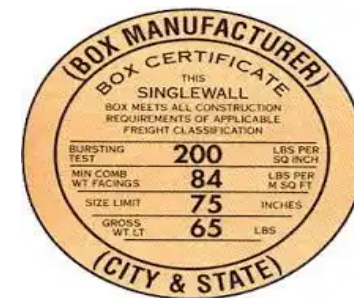
What is Non-Temporary Storage (NTS)?

NTS is long-term storage that could be an option for various circumstances, e.g., DOD member receives PCS orders to an overseas location and housing at the location can't accommodate all the member's property, member is awaiting dependent entry approval to overseas location, member is ordered to a remote stateside location, member is retiring or separating from the military and has no delivery address at destination, etc. Please talk to your local transportation office (TO) if you are unsure if NTS is an option for you.

NOTE: NTS facilities are not required to be climate controlled.

Can my property be packed in plastic containers?

- Egg crates, orange crates, plastic containers, and similar types of containers shall not be used by your NTS Transportation Service Provider (TSP) for the packing of your personal property. These types of containers are not meant for long periods of storage. If you have property packed in any of these containers the NTS TSP will repack your property into an authorized fiberboard box.
- Fiberboard boxes with a manufacturer's certification (see example to the right) are containers that are made to endure long periods of storage and will be used to pack your property for NTS. Boxes lacking a manufacturer's certification are not authorized for use. The manufacturer's certification can be found on one of the bottom flaps of a box.



Should the condition be new for all of the containers and materials the packers are using to pack my property?

All containers and materials shall be in new or sound condition, suitable for the use employed, and must be dry, clean, and free from vermin, acid, paint, grease, and all other substances that can cause damage to the items packed. If material is not new, all marks pertaining to any previous usage shall be completely obliterated prior to reuse. However, new material must be used for packing mattresses, box springs, linens, bedding, and clothing.

What if I want to store gun safes and/or firearms in my NTS shipment?

- For Service members who store an empty gun safe, you could receive up to 500 lbs. of credit depending on your weight entitlement.
- You may 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 gun safe's information: make and model, as well as your firearm's information: make, model, serial number, unique characteristics, and caliber or gauge is written on your inventory.
- *Firearms manufactured after 1968 and without a serial number will not be packed in your NTS shipment. (Effective: 15 May 23)*
- Firearms should be prepared for long term storage according to the manufacturer's recommendations. The NTS TSP has no responsibility to perform preventative maintenance on firearms while in storage. Claims may be denied due to lack of preparation of firearms for storage.

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. (Effective: 15 May 23)*

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. An example of damage might include scratched hardwood 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 damages are discovered after the NTS TSP has departed your residence, then you must notify them within seven (7) calendar days of the damages found 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: This paragraph applies to shipments delivered by a NTS TSP. Please refer to our Personal Property Claims fact sheet for loss and damage process when delivered by a TSP.

The NTS TSP will provide a Notification of Loss or Damage AT Delivery form. Together with the NTS TSP, you or your agent are to 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 then one copy will be furnished to you or your agent. 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. Provided claims action has not been initiated, the NTS TSP shall forward to you by expedited means the located missing items 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 the DP3 Notification of Loss or Damage AT Delivery and DP3 Notification of Loss or Damage AFTER Delivery form will eliminate any requirement of notification to the NTS TSP.

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, and denial of later claims for loss or damage. For additional information contact your servicing TO.

WHO TO CALL FOR HELP

1. Local TO:

<https://installations.militaryonesource.mil>

2. Branch of Service:

Army

(800) 521-9959

(253) 967-5093

Marine Corps & Navy

(855) 444-6683

Air Force

(210) 652-3357

Coast Guard

Contact your local TO.

3. USTRANSCOM Customer Support Center:

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