



TIPS TO ENSURE AN ACCURATE INVENTORY



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit [MilitaryOneSource.mil/GHC](https://militaryonesource.mil/GHC) for similar program-related resources or contact your local transportation office for assistance.

During your PCS move your moving company has the option to fill out a legible hand-written paper copy inventory or fill out an electronic inventory using a mobile device, e.g., cellular phone, laptop/notebook, or tablet. An electronic inventory is not mandatory.

A good inventory shows what you're shipping, the location of specific contents (e.g., motorcycle helmet – attached to motorcycle), and the condition your item is in at the time of pickup. If your inventory is inaccurate, tell the movers, and write down why you disagree at the bottom of the inventory in the space marked for "REMARKS/EXCEPTIONS." Do not sign anything until you read, understand, and agree with it. Never sign a blank, incomplete, or illegible inventory, or an inventory you can't clearly understand. Your signature, written or electronic, indicates the completeness and accuracy of your inventory and may be used to determine loss or damage if a claim is submitted. A complete and accurate inventory is key when filing a claim.

During Pickup:

- If you are shipping Professional Books, Papers, & Equipment (PBP&E) or "PRO-Gear" you should ensure these items are identified as "M-PRO" for military members or "S-PRO" for spouses on the inventory. The boxes containing your PBP&E/Pro-Gear items must be marked accordingly.
- If a box contains crystal or ceramic figurines, ensure your inventory says "crystal" or "Hummels" or "Lladros," etc., instead of a generic description such as "kitchen items" or "glass."
- If you are shipping firearms, ensure the firearm information for each is written on your inventory: make, model, year, serial number, unique characteristics, and caliber or gauge.
 - If you are shipping a gun safe(s), ensure the make, model, and weight of the gun safe(s) is provided to your personal property counselor and written on your inventory. Ensure safe is unlocked and provide movers either key or combination for access.
- If your mover is leaving contents in furniture drawers, tool boxes, chests or other such items, to be shipped, ensure your inventory reflects this.
 - If removed hardware (nuts, bolts, screws, fasteners) is packaged separately, then these items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs. (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").
 - Ensure all cartons and loose items (e.g., ladder, rake) have an inventory tag and all tag numbers appear on your inventory.
 - If you are moving to an overseas location, ensure all tamper-evident seal numbers are annotated on your inventory.
- Ensure major items (e.g., stereo equipment/components) and "all electronics" (e.g., computer equipment, gaming consoles) are individually noted on the inventory with complete and accurate descriptions, which includes size/dimensions, make, model, year, and serial number.
- Obtain appraisals on your high value items (e.g. antique furniture, artwork, heirlooms) and ensure these items are annotated on the High Risk/High Value Inventory.
- Closely check the string of symbols for all items listed on your inventory showing pre-existing damage. Explanation of these symbols is located in the "Descriptive/Exception/Location Symbols" section of the inventory.
- If you are authorized to ship consumable goods, your inventory should identify them as "Consumable Items." Please contact your local TO for details. Note: This is for customers who are assigned to a permanent duty location with a consumable goods allowance and is in addition to your authorized HHG weight allowance. Consumable goods are prohibited from being stored in Non-Temporary Storage.
- Verify your inventory is complete and accurate BEFORE each item is loaded on the truck and prior to you signing it. Your mover must allow you the opportunity to review your inventory!
- **Ensure the movers provide an electronic or hard copy of your inventory prior to departing!**

During Delivery:

- Check each carton or item off the inventory as the truck is unloaded.
- Ensure the movers provide an electronic or hard copy of your final inventory prior to departing!
- **Contact your local TO if you have any problems during your delivery!**



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 & Marine Corps:
855-444-6683

Air Force:
210-652-3357

Coast Guard:
Contact your local TO