

## NON-TEMPORARY STORAGE (NTS) RELEASE FORM

### PRIVACY ACT STATEMENT

AUTHORITY: 37 USC 406 and 5 USC 5726.

PURPOSE: Request from customer to release their NTS and ensure the customer provides the required release information.

ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents.

DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or impede storage release arrangements.

### CUSTOMER'S NAME AND CONTACT INFORMATION

LAST	FIRST	MI/SUFFIX	LOT # <i>(if known)</i>	DOD ID
PRIMARY PHONE #		ALTERNATE PHONE #		
PRIMARY EMAIL		ALTERNATE EMAIL		

The required delivery date (RDD) for your shipment will be set after your property is awarded to a Transportation Service Provider (TSP). This date is based on the weight of your shipment and the distance from the NTS warehouse to your delivery address. The RDD is usually two weeks from the release date for shipments moving within the CONUS and 45 to 90 days for shipments moving OCONUS.

If your delivery address is in the local area (100 miles or less in most cases) of the company that is storing your NTS, the release and delivery date may be the same; please provide a specific date for delivery in this case.

During the peak moving season (15 May - 31 August), we may be unable to release your property for twenty or more days from the date that we receive your request, due to TSP unavailability during this time of the year. We can normally have your NTS lot released within seven (7) days from the date we receive your request.

### DELIVERY INFORMATION

*(Delivery address is highly recommended)*

**NOTE:** Required for Army customers regardless of CONUS/OCONUS shipment.

**If you know where your property is stored, please provide that information below. At a minimum, provide the city and state of where your property was located when it was placed into NTS.**

STREET	COMPANY	WEIGHT
CITY	STATE	STREET
COUNTY	ZIP CODE	CITY
		STATE
		ZIP CODE

RECEIVING AGENT NAME	LIST THE ITEMS LISTED ON THE FIRST PAGE OF THE INVENTORY IN THE 5TH, 10TH, AND 15TH ROWS
RECEIVING AGENT PHONE	

### IN-TRANSIT CONTACT

STREET	FOR A PARTIAL RELEASE, PROVIDE INVENTORY NUMBERS:
CITY	
STATE	

ZIP CODE	PHONE	MY NTS LOT CONTAINS <i>(check all that apply)</i> :	
REQUESTED RELEASE DATE <i>(DD MMM YYYY)</i>	REQUESTED DELIVERY DATE <i>(DD MMM YYYY)</i>	<input type="checkbox"/> MOTORCYCLE	<input type="checkbox"/> PERSONAL WATERCRAFT/ATV
		<input type="checkbox"/> FIREARMS	<input type="checkbox"/> BOAT OVER 14' WITH TRAILER

Submit this completed form, a **copy of your orders** and a Power of Attorney *(if needed)* to your Personal Property Processing Office. By signing this form, I authorize the PPSO to release my property from NTS and ship it to the location indicated above. I understand that my requested delivery date is not guaranteed.

DATE <i>(DD MMM YYYY)</i>	CUSTOMER'S SIGNATURE
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## PROCEDURES FOR REQUESTING DELIVERY OF ITEMS FROM NON-TEMPORARY STORAGE (NTS)

Customers are required to submit all move requests using the Defense Personal Property System (DPS). This includes requests to have items delivered from NTS.

*To reduce additional handling and the potential for loss/damage, it is highly recommended that the customer have a destination delivery address and be available to accept delivery upon shipments arrival. NOTE: Army requires a delivery address prior to NTS release.*

Do **NOT** process your request as a NTSR, DPS cannot process any request as such. Enter your request as a **HHG** shipment and use the storage facility address as the Origin address.

EXAMPLE: NTSR 1234 MAIN ST.  
A1 STORAGE CO.  
ANYWHERE, USA 12345

On the BASIC HHG screen place the below information in the Additional Information area:

EXAMPLE: SON # NXXXXXXXXXXXX  
LOT # 56789  
1234 lbs.

### STEPS REQUIRED:

1. Log into DPS: Click "Self-Counseling" tab at the top of your DPS Homepage  
If you do not have a DPS User ID & Password, please go to <https://dps.move.mil/cust/standard/user/home.xhtml> and under the **Quick Reference Guides** tab follow the User Instructions for New User Registrations

#### Create Basic HHG Shipment:

A step-by-step guide to create a basic HHG shipment can be found at:

<https://dps.move.mil/lmsdocs/guides/shipment/createShipmentGuide.pdf>

For pickup location, enter the address of the NTS warehouse facility. If you do not know the address, please call or email your local Personal Property Office, please provide your full name, last four digits of their **Service Order Number #** and the City/State of where property was picked up.

#### 2. Upload supporting documents:

All supporting documents need to be uploaded to your DPS account. Supporting documents include a copy of orders and **SIGNED** copies of DD Forms 1299 & 1797. The DD Forms 1299 & 1797 will be digitally signed once your application is submitted to the Counseling Office. If all required documentation is not provided your application will **NOT** be processed and your shipment will not be booked. Contact your PPPO once you have inputted your request in DPS. Contact information for your PPPO can be found at <https://installations.militaryonesource.mil/?looking-for-a=program/program-service=2/focus=program>

#### 3. Receive confirmation email from DPS system:

Once your shipment is booked for pickup from the warehouse facility, you will receive an email that provides you with the contact information of the assigned Transportation Service Provider (TSP or carrier).

#### 4. Be available on agreed delivery dates:

All delivery dates are agreed upon by the customer and the assigned TSP. The customer or their agent **MUST** be available on agreed upon dates to avoid attempted delivery fees. If your shipment is placed into temporary Storage-in-Transit (SIT) at destination, you may be liable for any storage fees.

**ADDITIONAL INFORMATION:** The release of items from NTS can take 2-6 weeks and you should plan accordingly. The Personal Property Office responsible for managing your NTS shipment will make arrangements for your items to be released to the warehouse dock and a new TSP will be assigned to transport your shipment (unless your destination address is local to the NTS facility) to your destination location. The assigned TSP is responsible for contacting you to finalize your delivery dates.