

ARMY FIELD SUPPORT BATTALION
Personal Property and Passenger Service Work Center
Standing Operating Procedures (EXTERNAL)

Whether you just arrived at Fort Riley, are arriving soon, or are departing via retirement, change of duty station, or end of service, the Fort Riley Transportation Branch is here to assist you. Should you have any questions, please feel free to contact us through phone numbers or emails provided in each section.

PERSONAL PROPERTY PROCESSING OFFICE (PPPO)

LOCATION: Bldg. 210 Custer Avenue, Rm 004

PHONE: (785) 239-6683, 239-6603

HOURS: 0830 - 1630 Mon-Fri

EMAIL: usarmy.riley.407-afsb-lrc.mbx.personal-property@army.mil

OUTBOUND PERSONAL PROPERTY

Immediately, upon receipt of orders, individuals should log in to <https://dps.move.mil/cust/standard/user/home.xhtml> and establish/update their profile, orders information, and follow step by step instructions to create their shipment. On-site computer and counselor assistance is available at Bldg. 210, should they be needed. .

Individuals requiring outbound transportation of personal property will receive an option of attending a one-on-one counseling brief, attending a mass briefing, or Self-counseling is available for those individuals that are authorized. (Limited to PCS moves Only- Not authorized for OCONUS, Home of Record, or Separation). Appointments for counseling may be made in-person or by calling the PPPO Reception Desk at (785) 239-6683/6603.

The following are general types of outbound personal property shipments the PPPO provides counseling and assistance with:

- Household Goods (HHG)
- Unaccompanied Baggage
- Non-Temporary Storage
- Personally Procured Moves (PPM)
- POV Storage/Shipment
- Local Moves

INBOUND PERSONAL PROPERTY

All personnel in-processing the Fort Riley area must report to the Personal Property Processing Office (PPPO) to verify shipment status and contact information. When delivery from storage is desired, Individuals must contact their Transportation Service Provider (TSP) or local agent to schedule a delivery of inbound personal property. TSP

Contact information will be contained in documentation emailed by the TSP at origin location.

Soldier/DoD Civilians are responsible to ensure that someone (Self, or an authorized agent) is at the delivery address from 0800-1700 on the scheduled date of delivery. If there are any issues when coordinating with the TSP for delivery, immediately contact the Personal Property QA Section for assistance.

usarmy.riley.407-afsb-lrc.mbx.personal-property-inspectors@army.mil

PERSONALLY PROCURED MOVES

Arriving individuals requiring completion/turn-in of their Personally Procured Move (PPM) may contact Personal Property Processing Office (PPPO) at (785) 239-6683/239-6603 or visit the Office to sign up for a PPM Mass Turn-In Brief. Completed packets may also be emailed to: usarmy.riley.407-afsb-lrc.mbx.personal-property@army.mil.

Only completed PPM Packets should be submitted to the PPPO for processing. A standard packet will generally consist of the following: (Additional documentation may be requested for specific situations).

1. DD Form 1351-2
2. Completed DD Form 2278 with customer/counselor signature & date.
3. Copy of Official Orders
4. Full/Empty weight tickets (must be certified, legible, and unaltered)
 - Weigh Tickets must contain description (FULL 2008 Dodge Ram)
 - Include Last Name, License Plate #
 - Each trip/vehicle used must be supported by Full and Empty weight.
5. Copy of Valid Vehicle and/or Trailer Registration (If Applicable)
6. DD Form 3166 (Checklist and Expense Certification)
7. Copy of Out/In Rental Contract (If Applicable)
 - Identifies Customer/Family Member, Equipment description, Payment in Full
8. Copy of all paid receipts for expenditures

Failing to comply with Service requirements of the program may limit payment or result in complete denial of claim. Service Members who elected an advance operating allowance should file a final settlement claim within 45 days after start of move. Failure to file claim in a timely manner can result in the Government recouping advance operating allowance from pay. No advance is authorized for separations.

NON-TEMPORARY STORAGE (NTS)

Non-Temporary Storage (NTS) Entitlements are approved based on Joint Travel Regulation (JTR). It is Individuals responsibility to keep the Personal Property Processing Office (PPPO) informed of any change in address, contact phone numbers, email address, entitlement extensions, or receipt of new orders/authorization.

DEPLOYMENT STORAGE

Effective 1 October 2023, ASC Activities are no longer authorized to fund HHG or POV storage requests for deploying Soldiers. There is no authority to grant exception to this policy, however, unit commanders may use their designated motor pool or a designated fenced area to store POVs for Soldiers while on TOY at no additional cost.

Single soldiers who are not available to receive Inbound Household good shipments due to s deployment should inform the PPPO at (785) 239-6683 / 239-6603 as early as possible so storage options that are most cost advantageous for the Government and/or service member may be determined.

PASSENGER SERVICES – PORT CALL

LOCATION: Bldg. 210 Custer Avenue, Rm 004

PHONE: (785) 239-3001, 240-1700

HOURS: 0830 - 1630 Mon-Fri (By Appointment Only)

EMAIL: AFSBn-rileyportcall@army.mil

The Port Call office schedules Patriot Express flights for Service Members, DoD Civilians, and their dependents, traveling on official orders overseas.

Soldiers are required to use GTCC (government travel charge card) when making flight arrangements with the Sato Office so you must ensure your card is active at least 5 days prior to travel dates. If GTCC is declined, Sato will cancel any flight reserved. Use of a GTCC is MANDATORY. If a GTCC cannot be obtained, an Exception to Policy (ETP) must be approved through applicable Brigade.

Individuals should Inform Port Call Agent when scheduling an appointment If traveling with pets. There is limited pet space availability, and slots are filled quickly, so it is recommended you make flight arrangements as early as possible.

Note: PCS leave should not be submitted until a Port Call date is received.

PASSENGER SERVICES – PASSPORTS

LOCATION: Bldg. 210 Custer Avenue, Rm 035

PHONE: (785) 239-3057

HOURS: 0830 - 1630 Mon-Fri (By Appointment Only)

EMAIL: AFSBnRileypassport@army.mil

The passport office processes applications for Official and No-fee passports. All family members and civilians that are traveling overseas on official orders must obtain a No-fee passport. Service members traveling abroad will travel on ID Card, and orders in most cases. However, some countries will require service members to obtain an Official Passport and/or Visa. It is recommended you contact the Passport Office via phone, email, or by visiting the office, to confirm country entry requirements.

HOUSEHOLD GOODS QUALITY ASSURANCE

LOCATION: Bldg. 210 Custer Avenue, Rm 004

OFFICE PHONE: (785) 239-2978 (Lead QA Inspector)

HOURS: 0830 - 1630 Mon-Fri

EMAIL: usarmy.riley.407-afsb-lrc.mbx.personal-property-inspectors@army.mil

- Personal Property Quality Assurance Inspectors monitor services provided by commercial carriers, agents, and contractors for the packing, loading, and shipment of personal property.
- Mediate & help resolve issues with the mover's (TSP)
- Witness shipments re-weighs
- Onsite Mold remediations
- Conduct Courtesy Warehouse Inspections