

AECOM GOVERNMENT SERVICES, INC.

DOL, Transportation Division

Personal Property Section

7585 Virginia Avenue, Suite 102 – Bldg. 4374

Fort Polk, LA 71459

Phone: 337-531-1226 / 1216 – Inbound

Phone: 337-531-7098 – Outbound

INBOUND PERSONAL PROPERTY - Frequently Asked Questions

I shipped property to Fort Polk. How will I know my shipment is here?

Immediately upon arrival to Fort Polk contact the Inbound Personal Property Section, Transportation Branch, 337-531-1226 or 337-531-1216. If your shipment has arrived, you will be given instructions on how to schedule delivery. If your property has not yet arrived, contact information will be taken and you will be contacted immediately once it arrives.

I just PCS'd to Fort Polk and have property at another location. How can I get it here?

If your property is stored at Government Expense at another installation, come into our office with a copy of the orders that brought you here to Fort Polk. We will have your complete paperwork that will be sent to the installation where your goods are stored to arrange to have a release processed.

If your property is located at a residence or in private storage at another location, come into the Appointment desk with a copy of your PCS orders assigning you to Fort Polk. You will be scheduled to attend a briefing and a Counselor will complete documentation during the briefing to have your property shipped here. If this is your first duty station, you will be required to provide your MEPS orders or Enlistment Contract at the time of your briefing to provide proof of your home of record.

I have property shipped here that is in storage. The 90 days storage is about to expire and I am having a house built. How can I get the storage extended?

Contact the Inbound Personal Property section and request in writing an extension of storage. Recent change in the Joint Federal Travel Regulation (JFTR) only provides for a maximum of 180 days temporary storage without approval from Southeastern Regional Office. Additional storage beyond 180 days may not be authorized/approved if you elect to have a home built while other housing is available.

I have just arrived and my property is still in Temporary Storage. I know have TCS orders and will be deploying. What happens to my property in storage?

Once you provide the Inbound Personal Property section a copy of your TCS orders, your property may remain in storage until your return from deployment if:

- You are single with no dependents
- If you have dependents and they are not at your new duty station and will not come here until you return from deployment. (A geographical bachelor memo from your Commander must be provided.)

NOTE: If the dependents are at the new duty station and for whatever reason cannot or will not accept delivery, the storage converts to your expense.

Why do I have to be available from 0700 to 1900 to have my property delivered? Why can't the moving company give me a time?

Transportation providers are required by government regulations to deliver or pick up property between the hours of 7:00am and 7:00pm Monday through Friday.

Where do I turn in my paperwork to file a claim for damage to my household goods?

If you are an Army service member, turn in your documents to:

Staff Judge Advocate
Claims Department
Bldg. 406 Radio Road

You must have a copy of your Government Bill of Lading (GBL), along with your 1840 (pink form) to process your claim. A copy of your GBL can be provided by the Inbound Department.

How long after my property is delivered do I have to file my claim for damages?

You have 70 days to initiate your claim against the carrier and 2 years to finalize the claim with the government.

Will the movers return to pick up packing material at a later date?

Movers are required to remove all packing material after they have unpacked your household goods. If you waive the unpacking and decide to do it yourself, the movers are not required to return and pick up the packing material.