

*** PLEASE TAKE THE
TIME TO READ THIS
BROCHURE***

Welcome to Fort Bragg, NC!

We understand that moving is a
stressful time.

This brochure is filled with
information that will help us make
the delivery of your inbound
shipment easier for you and your
family.



If you have any questions, feel free to
contact us! Our office hours are
Mon-Fri 0800-1800.

TRANSPORTATION OFFICE

Inbound Personal Property

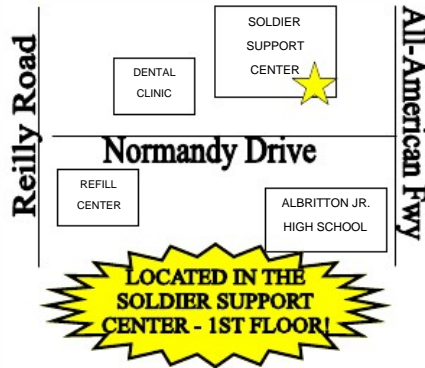
Soldier Support Center
BLDG 4-2843 Normandy Drive
Fort Bragg, NC 28310

(910) 396-0331/0332 /4364/5508

E-mail: ppcig@conus.army.mil

Website:

<http://www.bragg.army.mil/ito>



WELCOME to Fort Bragg, NC!



**INBOUND
PERSONAL PROPERTY
INFORMATION**

WE NEED YOUR CONTACT INFORMATION!

Please make sure you provide the Transportation Office your most CURRENT contact information.

- Telephone Numbers (home, work, cell)
- E-mail Address (ex. emailname@yahoo.com)
- Physical Address (please provide subdivision name, cross streets, landmarks)



DELIVERIES ARE TYPICALLY SCHEDULED AT THE PERSONAL PROPERTY SHIPPING OFFICE MON-FRI 1330-1600.

★ CANCELLATIONS ★

24-hour notice is REQUIRED to cancel or reschedule your delivery.

ALL changes must be coordinated through the Personal Property Office.

Please limit changes to emergency situations.



DELIVERY INFORMATION

- ALL deliveries are scheduled by the Personal Property Office.
- Movers may arrive any time between 0800-1700 on the scheduled delivery date.
- The delivery crew is REQUIRED to unpack everything and dispose of all packing materials.
- If you DO NOT want them to unpack your items and you choose to waive that service, the crew is NOT REQUIRED to return and pick up the packing material.

★ NOTICE ★

Attempted delivery charges will apply if you or your designated receiving agent (i.e. spouse) are not available for delivery.



CLAIMS INFORMATION

- You will be given copies of your DD 1840/1840R at the time of your delivery for loss and/or damage to your property.
- If you need to file a claim for loss or damaged property, you must provide the pink copies along with a copy of your Government Bill of Lading to your Claims Office within 70 days after the date of your delivery.

CLAIMS OFFICE NUMBERS

Fort Bragg Claims Office
(910) 396-4015/7505

Pope AFB Claims Office
(910) 396-2343/2341

Navy Claims Office
(757) 444-5341
(Norfolk, VA)

CUSTOMER SATISFACTION SURVEY

A customer satisfaction survey should be completed within 7-14 days of your delivery. The survey can be accessed online at:



<http://iccs.eta.sddc.army.mil>