

PPA HQ REQUEST FOR SCRA PROCESS

Our goal at the Personal Property Activity Headquarters is to have a centralized location where storage contractors that are serviced by our Air Force JPPSO can submit request for SCRA's. The SCRA's we will be providing are for service members that have NTS or SIT lots converted to their expense. The SCRA's we provide will not only be for Air Force members but for all service members with storage lots serviced by an Air Force JPPSO.

To better assist our team in obtaining the SCRA, we ask each storage contractor to submit their requests using a spread sheet with the required information on the member and the storage lot. Since the information needed to obtain the SCRA is not readily available to our storage contractors, the PPA team will need to search for members' records using the information provided by you, the storage contractor.

Before submitting your requests to the PPA team, please ensure the data you provide are for service members only and their lots are serviced by an Air Force JPPSO. Providing data on civilians or members serviced by other Services/JPPSOs will slow our responses to your requests.

Please know we will do our best to provide a speedy and accurate service to each of our storage contractors. While the team assigned to assist with the searches are extremely efficient and knowledgeable in maneuvering through the available systems, they are only a two person team that will still be required to perform their core duties.

Our searches will be on a first come first serve basis. We performed a mock search for 16 storage lots to get a sense of the time that will be committed to the searches. Each team member had eight lots with most of the information shown on the sample spreadsheet on the reverse of this brief. They both started at 1000 hrs and were both done around 1050. This is approximately a 5 to 6 minute search for each lot. It may not seem like a lot of time but considering they will be conducting searches for multiple contractors while performing their normal duties, it can be time consuming.

Team member one searched, located and able to obtain SCRA's on 5 out of 8. One of the eight searches found a civilian and the other two were common names of Jones and Adams. What was not available during the common name search was the middle initial. Middle initials will be critical in locating the required information to secure the SCRA in a timely manner. Having a middle initial could still make for an extensive search with common names however, it will narrow the search time quite a bit.

Team member two searched, located and obtained an SCRA on 1 out of 8 searches. Seven of the searches located were civilian. The same amount of time and effort were placed into each search. Out of 16 searches, 6 were valid, 2 were common names with no MI and 8 were civilians. Time is precious so let's make it count.

Please submit your requests on a spreadsheet to: ppahq.ppec.customerservice@us.af.mil

If you have any questions or concerns please contact me directly at:
Email: Charrisse.goffigan.1@us.af.mil or phone: (210) 652-3305

Thank you for allowing the PPA HQ to serve you and we appreciate your support.

