

7. Shipment Status

- Log in to DPS.
- Click "Shipment Management" tab.
- Expand Main menu on the left side.
- Locate correct Shipment to view.

8. Arrange Delivery

- Best way is to work with your TSP directly.
- Another option is to log into DPS, go to the Shipment Management tab, locate your shipment (status or storage) and update your information.
- If you would like a **REWEIGH** of your property **BEFORE** delivery, a how to guide is located at: https://www.navsup.navy.mil/public/navsup/hhg/dps_guides/dps_self_counseling/

9. File Loss / Damage Report or Claim

KEY NOTE: You have 75 days from delivery to notify the TSP you will be filing a claim. For detailed information on the claims process, go to; https://www.navsup.navy.mil/public/navsup/hhg/dps_guides/claims_process/

10. Customer Satisfaction Survey (CSS)

After Delivery Final Step

The CSS has a direct impact on TSP ability to be awarded DoD shipments.

Completion of the CSS is required within seven (7) days of each shipment delivery date.

TO START OR SUBMIT AN APPLICATION

<https://dps.move.mil/cust/standard/user/home.xhtml>

Application step-by-step guidance:

<https://www.navsup.navy.mil/DPS-Guides/>

DPS Technical Assistance:

DPS Service Response Center

Phone: 1-800-462-2176 option 5

Email:

usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil

Transportation Office Locator:

<https://www.militaryonesource.mil/search/?s=installation>

Helpful Links:

IT'S YOUR MOVE PAMPHLETS

Armed Forces Member:

https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

DOD Civilians:

https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf

Where is my car:

www.pcsmypov.com



PERSONAL PROPERTY / HOUSEHOLD GOODS

10 STEPS TO THE MOVE PROCESS



Navy Assistance

Customer HHG website:
<https://www.navsup.navy.mil/household>

Email: householdgoods@navy.mil

Customer Contact Center:
855-HHG-MOVE (855-444-6683)

Social media links:

www.facebook.com/navyhgg
www.pinterest.com/navyhgg
www.youtube.com/navyhgg

USMC Assistance

Email: usmcpersonalproperty@usmc.mil

Facebook:

www.facebook.com/usmchouseholdgoods

SETTING UP A MOVE

Have you ever heard the old saying “It’s Your Move?” With the Defense Personal Property System (DPS), it really is Your Move. DPS streamlines move management and provides a communication system between you and the Transportation Service Provider (TSP aka moving company).

DPS is self-service where you:

- Submit your move paperwork and complete self-counseling;
- Track shipments;
- File a claim online and settle directly with your TSP;
- Full Replacement Value (FRV) of lost and damaged goods; and
- Complete the Customer Satisfaction Survey (CSS) which allows you the opportunity to ensure only quality, reputable companies handle future DoD shipments.

10 STEPS TO DPS

1. Obtain a User ID and Password
2. Check compatibility/Turn off pop-up blockers
3. Log into account and 1st time acknowledge Branch of Service specific information
4. Complete the move application
5. Upload signed supporting documents
6. You will receive email once your application has been reviewed by a personal property counselor
7. Track shipment
8. Arrange delivery
9. File Loss/Damage report at delivery and/or claim with 75 days of delivery
10. Complete CSS

1. Obtaining a User ID & Password

- a. Go to:
<https://dps.move.mil/cust/standard/user/home.xhtml>
- b. **NEW Users:** “Register as Customer”
 - You will receive an email when your account has been created
- c. **RETURNING Users:** Log in with Certificate or User ID
 - Forgot your password have not used DPS in more than 60 days - you may need to contact your Personal Property Office
- d. **SECURE your password!!!**

2. Check Compatibility / Turn off pop-up blockers

You may also call the DPS Help Desk at 800-462- 2176 option 5, 24/7.

3. Log In/Acknowledge Branch of Service Information

- a. Log in to DPS
- b. **NEW Users (never created a DPS move application):** click the appropriate icon for your branch of service.
- c. **RETURNING Users:** No need to acknowledge branch of service again.

4. Complete the move application

- a. Click on the button “start a new move”
- b. Create or update profile
- c. Enter orders information
- d. Create Shipment request

NOTE: If you need to request another shipment, click “add a shipment”.

NOTE: You may receive a computer generated email from DPS stating you need to upload your documents. If you have uploaded the documents, disregard this email.

5. Upload Supporting Documents

Applications will not be processed until ALL required SIGNED documents are uploaded into DPS.

- Orders;
- **Signed** DD Form 1299, *Application for Shipment*; and
- **Signed** DD Form 1797, *Personal Property Counseling Checklist*

Depending on your destination, type of move or other factors, below documents may be required to be uploaded:

- Power of Attorney
- Dependent Entry Approval (if going overseas)
- POV/Motorcycle registration

6. Move Confirmation

Once all necessary documents are uploaded and a personal property counselor reviews your application, then your shipment can be booked with a TSP.

After your shipment has been booked, you will receive an email with the TSP assigned name and contact information.

When your pack date nears, the TSP will schedule a pre-move survey and finalize your pack/pickup dates.

NOTE: If you have requested a *Personally Procured Move (PPM)*, coordinate with your local *Personal Property Office* for the paperwork..