



DPS Self-Counseling

Creating Multiple Shipments

How to: Create more than one shipment from the same orders



Scenario

Members may be eligible to have more than one shipment. For example, if member has PCS, retirement or separation orders within CONUS, they may request a basic Household Goods (HHG) move and an additional Personally Procured Move (PPM aka DITY move) or a Non-Temporary Storage (NTS) shipment.

Members with PCS orders to an overseas location may be eligible for multiple shipments.

There may be restrictions and excess cost associated with multiple shipment requests. Make sure to consult with your local Personal Property Office or email a copy of your orders to householdgoods@navy.mil.

Note: for additional DPS 'how-to' guides, see our Navy HHG webpage at: <http://www.navsup.navy.mil/household/dps>



- There are two ways to create an additional shipment request.
 - ❖ Method 1: Member has logged out of DPS and needs to create an additional shipment request
 - ❖ Method 2: Member is logged into DPS, has created one shipment request and needs to create an additional shipment request



Method 1

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

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4/12/2016 19:50:37
Saved Queries

File Edit View Navigate Query Tools Help

Home **Self Counseling** Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisfaction

Welcome Wanna-Test Move, of Navy

The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as counseling, shipment tracking, and claims settlement. Below is a section that contains Quick Reference Guides, to assist you with your online shipment application, and Online Brochures, to assist you with your actual move.

What you will need to Get Started

You will need the following information in order to complete the self-counseling application:

1. Hard Copy of Orders or a Letter-in-Lieu
2. Your Contact information
3. Pick-up and Delivery (if known) information
4. Proof of Dependents (if applicable)
5. Power of Attorney (if person completing application is not the customer)
6. Firearm information (if applicable)
7. Motorcycle information (if applicable)
8. Privately Owned Vehicle information (if applicable)

Quick Reference

- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide
- Find a Counseling Office

Online Brochures

- It's your Move

Process to Complete your Shipments from Start to Finish
Step 1: Please Click Here >>> [United States Navy Information](#)

Step
Step
Step
Step

If you have logged out of DPS and need to create an additional shipment request:

- Log into DPS
- From your DPS Homepage, click the "Self-Counseling" tab

Unclassified/FOUO-Privacy Act Applies



Self-Counseling

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies
HostName: HUGV

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Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisf

Counseling

DPS has detected a version of the Internet Explorer browser that may cause the system to freeze. To avoid this problem DPS will **launch Counseling in a separate window**.

When you complete your Counseling session please **close the window** to return here.

Continue

If you are using an newer version of Internet Explorer, you will receive a message prompting you to launch Counseling in a separate window. Click Continue

When the new window opens, expand or magnify to full size.

https://dps.sddc.army.mil/... Counseling Home Page [3.1.1.001] - Internet Explorer

Counseling Menu

- Customer Profile
- Customer Information
- Point of Contact
- My Orders**
- Enter Order Information

My Orders

Customer: [Move, Warns] -- United States Navy --

Welcome to Counseling

Know your entitlements and responsibilities

DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations, Online Brochures, and FAQs links in the left pane for "need to know" information concerning your personal property move. You may print these pages for later reference.

To add a shipment to an existing order, click on the Create a shipment button for that order.

Order No.	TEST	Claims	Order Type	Permanent Change of Station	Order Date	Mar 1, 2013		
Action	Shipment No.	Shipment Type	Shipment Status	Created Pickup Date	Actual Pickup Date	Actual Shipment Weight	Self-Counselor	Assigned Counselor
	2	Household Goods HHG In Counseling, Not Submitted	Jul 24, 2013				✓	Paul Giannakos

Order No. 44700001 | Order Type: Permanent Change of Station | Order Date: 06/31/2012

No shipments found



Self-Counseling Main Page

On your counseling main page, locate the correct orders number. Click the "Create Shipment" button

- Counseling Menu**
- Customer Profile
 - Customer Information
 - Point of Contact
 - My Orders**
 - Enter Order Information

My Orders

Customer: [Bressi, Moira -- United States Navy

Welcome to Counseling

Know your entitlements and responsibilities
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To add a shipment to an existing order, click on the Create a shipment button for that order.

Order No: DPS123-UB Test Order Type: Permanent Change of Station Order Date: Aug 1, 2014								Create Shipment	
Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Self-Counseled	Assigned Counselor	
	2	Unaccompanied Baggage UB	In Counseling, Submitted	Nov 25, 2014			✓		
Order No: Diego Garcia test Order Type: Permanent Change of Station Order Date: Jan 5, 2015								Create Shipment	
Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Self-Counseled	Assigned Counselor	
	1	Unaccompanied Baggage UB	In Counseling, Not Submitted	Mar 27, 2015			✓		
Order No: SPR 6629 Order Type: Permanent Change of Station Order Date: Sep 3, 2012								Create Shipment	
Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Self-Counseled	Assigned Counselor	
	1	Household Goods HHG	Delivered Complete	Oct 15, 2012	Oct 12, 2012	1701		Moira Bressi	





Create New Shipment

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies [Home](#) [Site Map](#) [Log](#)

Home **Self Counseling** Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisfaction

Show Counseling [v] [i] [?] [t] Tuesday, January 05, 2016 18:58:09 Reports [v] Saved Queries: [-Select- v]

Counseling Menu <<

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information

Order [SPR 6629] <<

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment**
 - Current Shipments
 - 1-HHG

Entitlements <<

PCS: 13000 lbs.
Remaining PCS:10510 lbs.

Create New Shipment

Customer: [Bressi, Moira -- United States Navy]

Any update to personal Profile? [Click here](#)

Based on the information you have provided, you are entitled to create the shipments listed in the menu below. Please keep in mind that in order to avoid excess costs the total actual weight of all your shipments should not exceed your authorized weight entitlement. If the total actual weight of all shipments under this set of orders exceeds the entitlement, you will be subject to excess cost.

You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to request additional shipments.

Avoid Excess Costs
Make your move easier and avoid excess costs by following a few simple rules in planning your move:

- When basic household goods shipments are from the same point of origin and going to the same destination, avoid scheduling extra shipments.
- Avoid shipping unauthorized items. If unauthorized items are discovered in your shipment, you will incur extra costs.
- Get rid of unwanted items because they only add weight.
- Make sure you or a designated agent is at the pickup and delivery addresses between 8:00am and 5:00pm on the date that the packers and movers are scheduled to arrive.

You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to request additional shipments

Please select from the Menu below.

Create	Type Of Shipment	Brief Description
<input type="radio"/> HHG	Household Goods	Items associated with home and all personal effects belonging to member and dependents on the effective date of the member's PCS or TDY order that may be legally accepted and transported by an authorized commercial transporter.

Will the shipment selected above be created as a Personally Procured Move(PPM)? **i**

Yes No

[<< Previous](#) [Next >>](#)

Create additional shipment request.

If assistance is needed to complete your additional application, please review the relevant guide on our Navy HHG webpage.



Method 2:

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home **Self Counseling** Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisfaction

Show Counseling ▼ | Tuesday, January 05, 2016 19:05:42

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information

Order [SPR 6629]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment**
 - Current Shipment
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

Entitlements

PCS: 13000 lbs.
Remaining PCS:10510 lbs.

Shipment Submit

Customer: [Bressi, Moira -- United States Navy]

Forms Required

You will need Acrobat Reader version 8.0 or earlier to view or print these forms in Portable Document Format (PDF).

 [Get ADOBE READER](#)

[DD Form 1299 \(Application for Shipment and/or Storage of Personal Property\)](#) [View & Print](#)

[DD Form 1797 \(Personal Property Counseling Check list\)](#) [View & Print](#)

If you are still logged into DPS and need to create an additional shipment request:

From the Counseling Menu on the left, click the blue words "Create New Shipment"



Create New Shipment

Defense Personal Property System (DPS) Unclassified/FOUO/Privacy Act Applies Home | Site Map | Log

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Consignment Guide | Training | DPS User Satisfaction

Show Counseling ▼ | Tuesday, January 05, 2016 18:58:09 | Reports ▼ | Saved Queries: -Select- ▼

Counseling Menu <<

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information

Order [SPR 6629] <<

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
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 - Summary
- Shipment
 - Create New Shipment**
 - Current Shipments
 - 1-HHG

Entitlements <<

PCS: 13000 lbs.
Remaining PCS:10510 lbs.

Create New Shipment

Customer: [Bressi, Moira -- United States Navy]

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Will the shipment selected above be created as a Personally Procured Move(PPM)? i

Yes No

<< Previous
Next >>

Create additional shipment request.

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Contacts

➤ For technical assistance contact the DPS Helpdesk available 24/7:

- ❖ Toll-Free: (800) 462-2176
- ❖ Commercial: 618-589-9445

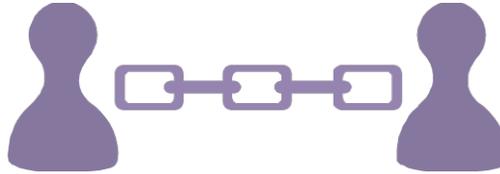
➤ For assistance navigating your DPS application review the guides available on our webpage at www.navsup.navy.mil/household

OR

➤ Email us at householdgoods@navy.mil



Links



- **NAVSUP Household Good Portal:** www.navsup.navy.mil/household
- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **NAVSUP P 490:** http://www.move.mil/documents/dod/NAVSUP_490_Rev6.pdf
- **DOD Household Goods Portal:** <http://www.move.mil>
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
- **Storing a POV:** www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
- **Weight Estimator Form:** www.move.mil/documents/dod/weightestimator.xls
- **It's Your Move Booklet:** www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf
- **"How to Read Navy Orders":** <http://www.navsup.navy.mil/household/orders>

For assistance, email: householdgoods@navy.mil / call: 855-HHG-MOVE (444-6683)



Thank You.....

For additional information or assistance:



www.facebook.com/navyhhg



www.pinterest.com/navyhhg



www.youtube.com/navyhhg



www.twitter.com/navyhhg

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