

DPS Self-Counseling

# Creating a Basic HHG Shipment

How to: create a basic HHG shipment request.



# Scenario: CONUS PCS

- For this training session, we are using as an example, PCS orders within CONUS.
  - ❖ Scenario: NAVY member is an E-6 and has PCS orders from Shore Duty at Bremerton, WA to Sea Duty on the Abraham Lincoln at Norfolk, VA. Our member has dependents and is shipping a motorcycle with his household goods.

*NOTE: These instructions are a continuation from previous how-to guides. To enter orders information, see our guide “Creating a Profile & Entering Orders Information” on our website at <http://www.navsop.navy.mil/household/dps>*



# DPS HOMEPAGE

Wanna Move PO1/E-6 United States Navy

 **Defense Personal Property System**    Home   My Profile   My Documents   Useful Links   Quick Reference Guides

## Welcome to DPS

[Start a New Move](#)

[Shipment Management](#)

[Customer Satisfaction Survey](#)

[Claim History](#)

### Current Move

**26 Oct 2017: BREMERTON to SAN DIEGO**

Order Number TEST\_Claims

Order Type Permanent Change of Station



### Past Moves

**01 Mar 2017: BREMERTON to ATSUGI**

Order Number GBLOC TEST

Order Type Permanent Change of Station



**Returning Users: Your DPS Homepage will show all move requests submitted or processed in the DPS system. To create a shipment click the blue down arrow next to the correct orders.**

**New Users: click “Start a New Move” and continue on slide 5**

**NOTE: If you are continuing your application from the orders information guide, jump to slide 5**

**TIP: If you have not entered your new orders information please review our guide “Creating a Profile and Entering New Orders” before continuing!**



# DPS HOMEPAGE

## Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

### Current Move

01 Nov 2017: BREMERTON to SAN DIEGO  
Order Number 2197 TEST  
Order Type Permanent Change of Station

## Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

### Current Move

01 Nov 2017: BREMERTON to SAN DIEGO  
Order Number 2197 TEST  
Order Type Permanent Change of Station

There are no shipments currently associated with this order.

[Edit My Order/Shipment Info](#)

[Add a shipment](#)

**Returning Users: Your DPS Homepage will show all move requests submitted or processed in the DPS system. To create a shipment click the blue down arrow next to the correct orders to expand edit capabilities.**

***TIP: If you have not entered your new orders information please review our guide "Creating a Profile and Entering New Orders" before continuing!***



# Self-Counseling

https://dps.sddc.army.mil/counseling/shipment/CreateMyShipment.faces - Internet Explorer

**Create New Shipment**

Customer: [Move, Wanna -- PO1 / E-6 -- 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 checked="" 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)?

Yes  No

<< Previous    Next >>

**A new window will open allowing you to create your shipment request.**

**Select “HHG” as the type of shipment**

**Say ‘no’ to the PPM question**

**Click “Next”**

**(note: the shipment types offered will depend on the type of information you have provided in the orders section)**



# Shipment Information

**Counseling Menu**

- Customer Profile
- Customer Information
- Point of Contact
- My Orders
  - Enter Order Information
  - View Documents
- Order (DOCS TEST)**
  - Order Details
  - Rank & Rate Copy Orders
  - Order Information
  - Duty Station
  - Advance Duty
  - Orders Selection
  - Order Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
- Entitlements

**Shipment Information**

Customer: **Primo, Maria** — United States Navy —

Please find information regarding the shipment you have selected to create. You will be required to acknowledge that you have read the information before proceeding.

**HHG**

**Household Goods (HHG):** Items associated with the home and personal effects belonging to the customer and dependents on the effective date of the customers orders. Only items that may be legally transported by commercial carrier are allowed.

**HHG may include:**

- Windows
- Vehicles other than POV: Such as motorcycles, mopeds, jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
- A small vessel used to travel on the water, powered either by wind, oars, or motor.
- 1. 14 feet or less in length and 6 feet 10 inches or less in width and 5 feet 8 inches or less in height; Boats with or without associated trailer can be shipped in your HHG.
- 2. Over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 8 inches in height; Boats with or without associated trailer can be processed as a One-Time-Only (OTO) shipment.
- 3. Engines are not authorized to ship a boat/personal watercraft if government expense if the overall length of the boat/personal watercraft (with or without associated trailer) is over 18 feet (exception - primary residence).

Note: Shipping a boat may result in excess costs for the member/employee. You are responsible for paying all accessory charges associated with shipping your boat and you are responsible for removing flammable gear, clothing, televisions, skis and similar items. All antennas, masts, railing, trolling poles and outriggers must be lowered to meet dimensional requirements or removed.

- Spare parts for POV: Including extra tires, wheels, battery chargers; replacement parts subject to normal wear such as spark plugs, filters, hoses, fan belts; tools, tune-Up or repair kits; seasonal items such as snow and ice removal equipment and heaters; special seats and beds for children.

**HHG may not include:** Live ammunition, live animals, including birds, fish and reptiles, mobile homes, camper trailers, airplanes, farming vehicles, privately-owned vehicles (POV) such as a car, van or truck (except motorcycle), building materials or cordwood, goods for sale or commercial use, perishable items, including plants (except for local move), goods not for member or dependent use or items acquired after effective date of orders.

**Entitlements:** Your entitlements are based on the type of orders issued to you; however, your basic entitlements include the shipment of your household goods to your next duty station.

**Weight Allowance:** There are two kinds of weight allowances:

- PCS weight allowance, which is based on your pay grade and whether you have or do not have dependents(s).
- Temporary weight allowance, which is for those of you who are going on temporary duty or PCS with temporary duty en route. It is strictly for items required by you while you are on temporary duty; it is not intended for dependents. Upon completion of your temporary duty, you may ship this weight to your ultimate duty station.

**Weight Restriction at New Duty Station (if any):** Some overseas areas restrict the amount of weight you are authorized to ship. Review the personal property assignment guide to view if there are any types of shipping restrictions based on your shipment's destination. You are authorized to store your personal property at government expense or your personal property to a designated location if a weight restriction is in place.

**Excess Cost:** It is your responsibility to reimburse the government for any excess cost incurred by your shipment(s). You will be required to pay excess cost:

- If you exceed your authorized weight allowance, either on your PCS or temporary weight allowances.
- If you choose to ship to other than an authorized place and it costs more to do so.
- If you request special services such as special routing, special loading, or any other services not provided under ordinary rates.
- If you request more than one household goods shipment from the same point of origin to the same point of destination.
- If you ship unaccompanied articles in a shipment which are discovered after pickup.
- If you or your agent are not at the scheduled pickup or delivery address when moves arrive.

**Change in Order Extra Pickup or**

- Military member
- At destination application
- fail to do so
- Civilian agent

**Designation of Documentation certificates, mail**

**Liability, Claims, and Protection:** Your shipment has full replacement value coverage. TSP liability is determined by \$5,000 per shipment or \$4.00 times the net weight for household goods or gross weight for unaccompanied baggage, whichever is greater, up to a maximum of \$50,000.

The transportation service provider is responsible to obtain cost estimates for the following:

- Repair of damaged property to original condition.
- Replace with an item of like kind and quality.
- Payment of replacement cost of the item.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date, or immediately with the Military Claims Office (MCO) after delivery, you will only be eligible for depreciated value up to two years from delivery.

When Full Replacement Value (FRV) applies to a shipment that includes one or more motor vehicles (automobiles, vans, pickup trucks, motorcycles or sport utility vehicles), the TSP's maximum liability for the vehicles shall be the value stated in the current issue of the National Automobile Dealer's Association's (N.A.D.A.) Official Used Car Guide (the Guide) for such vehicle(s), adjusted for mileage and other factors considered in the guide. However, if either the owner or the TSP has obtained an appraisal of the vehicle from a qualified appraiser, settlement will be based on the appraised value rather than the book value.

For boats, personal watercraft, ultra light aircraft, planes, organs, firearms, objects of art, all-terrain vehicles, and snowmobiles, the TSP may replace the item with a comparable used item or pay the un-depreciated replacement cost, because these are large, expensive items that are not part of the typical shipment and have an active, widespread secondary market.

I have read and understand the above entitlement information (required).

Print
<< Previous
Next >>

Next you'll receive information on the type of shipment you are requesting. This is part of your online counseling and it is very important that you read the information as it contains your entitlements and responsibilities. When you are done reading through the information, select to acknowledge you have read and understand the information then click "Next"



# Pickup and Delivery

**Counseling Menu** «

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

**Order [DOCS UPLD]** «

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations

**Pickup and Delivery**



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

Please enter the dates for your move. The dates you enter here are only a request. Your actual pack and pickup dates will be based on the availability of the Transportation Service Provider to handle your shipment.

\*Is this a Local Move?  Yes  No **i**

**Local Move:** A move of HHG for a short distance between residences within a metropolitan area, NTS facility. A local/short distance move is authorized in conjunction with separation, retirement and reassignment.

**Dates**

\*Desired Pickup Date   \*Desired Delivery Date  

**At the Pickup and Delivery page, you will enter the information for your dates, your pickup and delivery address, your In-Transit/Emergency Contact address, indicate any additional locations and name your Releasing and Receiving Agent(s).**

**Say “no” to the local move question**

**Using the Calendar Icon, select the date you would like your property picked up and delivered.**

➤ *TIP: A desired delivery date is simply the date you will be available at destination to take delivery of your shipment. All dates for pack, pickup and delivery are confirmed with the Transportation Service Provider (TSP or carrier) assigned to your shipment.*



# Pickup and Delivery: Entering Addresses

Arduous Duty  
Orders Selection  
Tour Information  
Additional Information  
Summary  
Shipment  
Create New Shipment  
Current Shipments  
1-HHG  
Pickup & Delivery  
Basic  
Additional Items  
Scheduling  
Responsibilities  
Summary  
Counseling Office  
Submit

Entitlements  
PCS: 13000 lbs.  
Remaining PCS:13000 lbs.

Click on the to display the list of addresses or add an Address. From your address list select the address you want to use. You will also be able to indicate if you have additional pickup or delivery locations and if you are authorized to use them. To add an address to your list click on the ; enter the address information and select 'Save'.

**Pickup & Delivery**

\*Authorized Pickup Address

\*Authorized Delivery Address

\*Requested Pickup Address

\*Requested Delivery Address

Power of Attorney  Power of Attorney

Letter of Authorization  Letter of Authorization

Address Listing

Select	Address	
<input type="radio"/>	PEARL HARBOR, UNITED STATES 3603733089	
<input type="radio"/>	456 A ST MOM'S HOUSE OMAHA, NE 68101 123-456-7890	<input type="text" value="Select an authorized pickup address"/>

OK Cancel **Add Address**

Power of Attorney and/or Letter of Authorization if applicable.

Next you will provide your authorized pickup and delivery addresses as well as your requested pickup and delivery address.

You will need to add each address using the rolodex icon next to the item field. In the popup window, click the 'Add Address' button.

**TIP:** A member is authorized pickup and delivery from an address in the same area as his current and new duty station. Members can request pickup and delivery from/to any area, but there may be an excess cost





# Pickup and Delivery: Adding/Editing Addresses

**Addresses**

Address Listing | Add/Edit Address

Address Line 1: 123 ELM STREET

Address Line 2:

\*Phone: 360-555-1212 FORMAT: xxx-xxx-xxxx for Domestic

Ext:

**Location**

CONUS (U.S)  OCONUS (Non U.S)

Select City: BREMERTON

City: BREMERTON, KITSAP COUNTY, WA, 98310

County: BREMERTON, KITSAP COUNTY, WA, 98312

State: BREMERTON, KITSAP COUNTY, WA, 98314

Zip: BREMERTON, KITSAP COUNTY, WA, 98337

If you are unable to select a city, contact the DSN: 770-7332.

**Save Address**

Letter of Authorization

In the popup window, enter your pickup address.

Enter a phone number where you can be reached by the Personal Property Office and the Transportation Service Provider (TSP or carrier).

Make sure that CONUS is selected under location.

Type the name of the pickup City  
**!!!IMPORTANT!!!** Do **NOT** hit the enter key after typing in the city name. A list of cities with the name you typed will populate in the drop down menu. Select the correct City/State/County/ZIP.

Click the 'Save Address' button.

*TIP: You can add/edit all of your addresses at the same time. Click 'Add Address' for each new entry and 'Save Address' when done.*

*TIP: For your delivery address, the street address in line 1 is not a required field. If you do not have an address at destination you can leave this line blank however you MUST provide a phone number and enter/select the city/state of your destination.*



# Pickup and Delivery: Selecting an Address

**Addresses**

Address Listing

Select	Address	
<input type="radio"/>	 MOM'S HOUSE SALEM, OR 97301 360-555-1212	
<input checked="" type="radio"/>	 123 Main Street BREMERTON, WA 98312 360-555-1212	

**OK** **Cancel** **Add Address**

**Pickup & Delivery**

<b>*Authorized Pickup Address</b>	123 Main Street BREMERTON, WA 98312 360-555-1212		<b>*Authorized Delivery Address</b>	<input type="text"/>	
<b>*Requested Pickup Address</b>	<input type="text"/>		<b>*Requested Delivery Address</b>	<input type="text"/>	

When you have finished adding all of the addresses, use the radio buttons in the “Select” column and choose your authorized and requested pickup/delivery addresses.

Click OK.

The address will populate in the pickup Address field.



# Pickup and Delivery

## Adding addresses

### Pickup & Delivery

**\* Authorized Pickup Address**

123 Main Street  
BREMERTON,WA  
98312  
360-555-1212



**\* Authorized Delivery Address**

NORFOLK,VA 23501  
360-555-1212



**\* Requested Pickup Address**

123 Main Street  
BREMERTON,WA  
98312  
360-555-1212



**\* Requested Delivery Address**





NORFOLK,VA 23501  
360-555-1212



**Repeat the previous steps to add all of your authorized and requested pickup and delivery addresses**



# Pickup and Delivery: Power of Attorney & Letter of Authorization

Power of Attorney	<input type="text" value="Select from below"/>  <input type="text" value="-- None Selected --"/> <input type="text" value="MR WANNA MOVE"/>	Power of Attorney	<input type="text" value="Select from below"/> 
Letter of Authorization	<input type="text" value="Select from below"/> 	Letter of Authorization	<input type="text" value="Select from below"/> 

**If you have provided your spouse or anyone else over the age of 18 with a Power of Attorney (POA) or a Letter of Authorization (LOA), you can use the drop-down menu to select their name in this section.**

**In order for the names to appear in the drop down menu, you must add the person under the “Contact” section of your customer profile and indicate that they have a POA and/or LOA.**



# Intransit/Emergency Contact & Additional Pickup Addresses

For your Intransit/Emergency Contact Addresses, click the plus (+) sign, select or add the Intransit address and click 'OK'.

Repeat the steps for any Additional Locations.

**TIP:** You may request an additional pickup and/or delivery as long as it is within the same AOR as your authorized locations (usually within 30 miles of pickup/delivery)

## In-Transit/Emergency Contact Information

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND,OR 97086  
360-555-1212



## Additional locations

Pickup 1



Delivery 1



Pickup 2



Delivery 2





# Intransit/Emergency Contact & Additional Pickup Delivery Addresses

**Addresses**

Address Listing   Add/Edit Address

Address Line 1:

Address Line 2:

\*Phone:    FORMAT: xxx-xxx-xxxx for Domestic

Ext :

**Location**

CONUS (U.S)    OCONUS (Not Considered a State)

Select City:

- PORTLAND, ASHLEY COUNTY, AR, 71663
- PORTLAND, MIDDLESEX COUNTY, CT, 06480
- PORTLAND, JAY COUNTY, IN, 47371
- PORTLAND, CUMBERLAND COUNTY, ME, 04101
- PORTLAND, CUMBERLAND COUNTY, ME, 04102
- PORTLAND, CUMBERLAND COUNTY, ME, 04103
- PORTLAND, CUMBERLAND COUNTY, ME, 04104
- PORTLAND, CUMBERLAND COUNTY, ME, 04105
- PORTLAND, CUMBERLAND COUNTY, ME, 04106
- PORTLAND, CUMBERLAND COUNTY, ME, 04107
- PORTLAND, CUMBERLAND COUNTY, ME, 04108
- PORTLAND, CUMBERLAND COUNTY, ME, 04109
- PORTLAND, CUMBERLAND COUNTY, ME, 04110
- PORTLAND, CUMBERLAND COUNTY, ME, 04112

If you are unable to select: 770-7332

**Save Address**

Delivery 2

**Make sure to choose the correct address in the listing and click OK**

<input type="radio"/>	BOB'S SELF STG UNIT B-1 45 SILVERDALE WAY SILVERDALE, WA 98383 360-555-1212	
<input type="radio"/>	 NORFOLK, VA 23501 360-555-1212	
<input type="radio"/>	 WORK/OFFICE 123 ADMIRAL WAY NORFOLK, VA 23501 360-555-1212	
<input type="radio"/>	 WORK/OFFICE 467 W STREET BREMERTON, WA 98314 360-555-1212	
<input checked="" type="radio"/>	 456 Elm Street Mom's Address PORTLAND, OR 97086 360-555-1212	

**OK**   **Cancel**   **Add Address**

**Enter your address information**

**REMEMBER** – do not hit enter after typing in the City – choose the correct city/state/ZIP from the dropdown menu

**Click 'Save Address'**

**In-Transit/Emergency Contact Information**

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND, OR 97086  
360-555-1212



# In Transit/Emergency Contact and Additional Location Information

Once you have added and selected your addresses, they will populate in the correct fields.

## In-Transit/Emergency Contact Information

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND, OR 97086  
360-555-1212



## Additional locations

Pickup 1

BOB'S SELF STG UNIT B-1  
45 SILVERDALE WAY  
SILVERDALE, WA 98383  
360-555-1212



Delivery 1

NORFOLK, VA 23501  
360-555-1212



Pickup 2

WORK/OFFICE  
467 W STREET  
BREMERTON, WA 98314  
360-555-1212



Delivery 2

WORK/OFFICE  
123 ADMIRAL WAY  
NORFOLK, VA 23501  
360-555-1212





# Releasing and Receiving Agents

Releasing & receiving agents

Releasing	<input type="text" value="Select from below"/> -- None Selected -- Mary Test MR WANNA MOVE	Receiving	<input type="text" value="Mary Test"/> Mary Test 360-555-1212
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- Members may authorize a Releasing and/or Receiving agent to act on their behalf at origin and destination. Releasing/Receiving Agents **MUST** be over the age of 18 and available on the days of pack, pickup and delivery. Releasing/Receiving agents do not need to have a Power of Attorney or a Letter of Authorization.
- Using the drop down menu, select your Releasing/Receiving Agent and click next.
- **TIP:** the drop down menu for Releasing/Receiving Agent fields are added when you create your Customer Profile. It is highly recommended that if the member has a spouse, they add them as a contact so that their name appears on the paperwork. Move details will **NOT** be discussed with anyone other than the member unless they are listed on the move paperwork (DD Form 1299). Your move paperwork is available for printing right before you submit your application.





# Pickup & Delivery Information

**Customer:** [Dress, Moira] - United States Navy

Please enter the dates for your move. The dates you enter here are only a request. Your actual pack and pickup dates will be based on the availability of the Transportation Service Provider to handle your shipment.

\*Is this a Local Move?  Yes  No

**Rules**

\*Desired Pickup Date:  \*Desired Delivery Date:

Click on the to display the list of addresses or add an Address. From your address list select your primary pickup and delivery address and select the name of the person acting on your behalf with a Power of Attorney and/or Letter of Authorization. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment. To add an address to your list click on the ; enter the address information and select 'Save Address'.

**Pickup & Delivery**

*Authorized Pickup Address	123 MyHouse Drive BREMERTON, WA 98510 360-476-0000	*Authorized Delivery Address	SAN DIEGO, CA 92101 3604768888
*Requested Pickup Address	123 MyHouse Drive BREMERTON, WA 98510 360-476-8888	*Requested Delivery Address	SAN DIEGO, CA 92101 3604768888

Power of Attorney:  Power of Attorney:

Letter of Authorization:  Letter of Authorization:

**In-Transit/Emergency Contact Information**

123 C Street  
Mom's address (Intransit Address)  
400980  
ALBANY, NY 12201  
360-555-1212

\* In-Transit/Emergency Contact Information

**Additional locations**

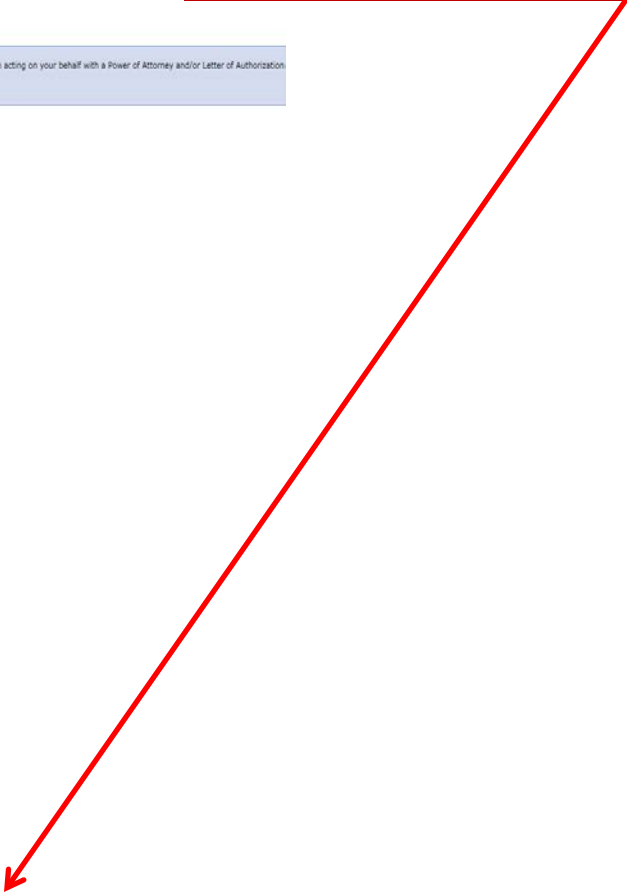
Pickup 1	<input type="text"/>	Delivery 1	<input type="text"/>
Pickup 2	<input type="text"/>	Delivery 2	<input type="text"/>

**Releasing & receiving agents**

Releasing	Navy Training Navy Training 360-476-0000	Receiving	Navy Training Navy Training 360-476-0000
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<< Previous **Next >>**

**When you have entered all of your Pickup and Delivery Information, click 'Next'**





# Basic Shipment Information

**Counseling Menu**

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

**Order [DOCS TEST]**

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

**Basic HHG**

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

Please provide basic information about your shipment.

**Shipment Weights** Destination Shipping Information (from Consignment Guide)

*Total estimated weight of your household goods [i.e. enter the total estimated weight of all items that are being shipped]	11000	Weight Estimator Form
*Estimated weight of PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	100	How will PBP&E affect my household goods weight? 1
*Estimated weight of Spouse's PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	100	How will Spouse PBP&E affect my household goods weight? 1
*Spouse's Profession [NOTE: Your spouse is only entitled to ship a maximum of 500 lbs Pro Gear in support of their occupation or community support activities]	Teacher	

**Special Items included in shipment**

<input type="checkbox"/> Grandfather clock	<input type="checkbox"/> Shrunkl/Large wall unit	<input type="checkbox"/> Plasma TV	<input type="checkbox"/> Gas-powered equipment
<input type="checkbox"/> Spa/Jacuzzi	<input type="checkbox"/> Piano	<input type="checkbox"/> Shed	<input type="checkbox"/> High value items
<input type="checkbox"/> Alcoholic beverages	<input type="checkbox"/> Front load washer/dryer		
<input type="checkbox"/> Utility trailer			

**Note:** Only utility trailers of a single-axle with an overall length of no more than 12 feet (from rear to trailer hitch); with or without tilt beds and no wider than 8 feet (outside tire to outside tire) can be shipped as part of your HHG. Side rails or the body of the trailer must not be higher than 28 inches (unless detachable) and the ramp/gate for the utility trailer cannot be higher than 4 feet (unless detachable).

**Additional Information**

Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. JetSki)

Address in on a cu-de-sac

224

<< Previous Next >>

**Entitlements**

PCS: 13000 lbs.  
Remaining PCS:13000 lbs.

On the Basic HHG page, members will indicate the estimated weight of their shipment.

Members can use the Weight Estimator tool that is available at the right of the weight field however a great rule of thumb is to estimate 1,000 lbs per room.

If members are claiming Pro Gear for themselves or their spouse, it must be indicated. Members who claim Spouse Pro Gear must provide a signed inventory of items to the origin personal property office.

Indicate any special items; add any additional information; click Next.



# Weight Estimator Form

\*Total estimated weight of your household goods  
[i.e. enter the total estimated weight of all items that are being shipped]  
Please include your motorcycle weight in the "Total estimated weight of your household goods".

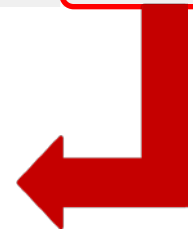
7,000

Weight Estimator Form

The weight estimator form will help you to establish the weight of your shipment.

Read the disclaimer then check the acknowledgement box and click "Show Estimator"

The estimator tools allows you to enter the number of items you have in each room and then provides the weight of each item. At the end of the form, click the "Go" button and the total weight of the items indicated in the form are placed in your application.





# Additional Information – Adding a Firearm

**Counseling Menu**

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

**Order [DOCS TEST]**

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations

**Additional Items**

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

**Firearms**

Action	#	Model	Serial Number	Model Year	Caliber Size	Make	Firearm code	Country of Manufacturer
	1	700	12345R4	2005	.227	REMINGTON	Acquired from a licensed dealer.	UNITED STATES

[Add Firearm](#)

**Add/Edit Firearm**

\*Serial Number:

\*Make:

\*Model Year:

\*Model Name:

\*Caliber Size or Gauge:

\*Country of Manufacturer:

\*Firearm Code:

[Save Firearm](#) [Cancel](#)

**Callout Box:** If you say 'yes' to adding a firearm, a new window will open and you will need to provide the information requested. Once you have added the information, click 'Save'. The firearm information populates on the page.

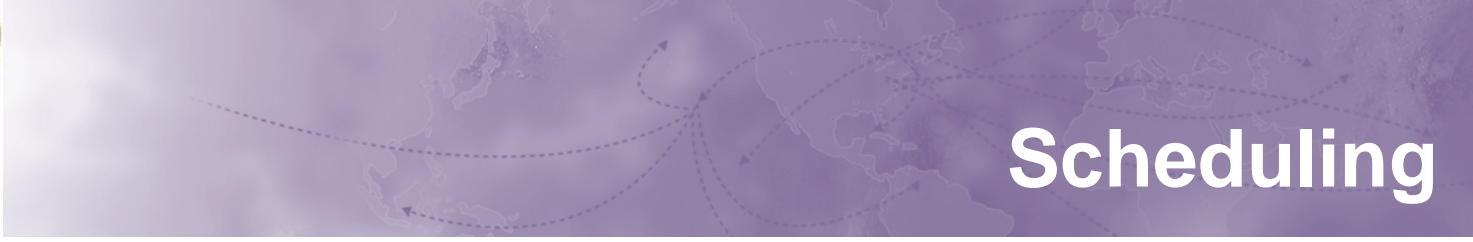
**If you say no to the firearms question, you are required to certify that your shipment does not contain firearms. Click 'Next' when you have added all of your firearms information.**

**Firearms**

\* Do you want to add a firearm to this shipment?  Yes  No

\* I certify that this shipment does not contain firearms.

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# Scheduling

## Scheduling

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

Based on the total estimated weight of **11,000** pounds, it will take **3** days. **2** days for packing and **1** day for picking up your shipment. It is estimated that it will take **9** days for this shipment to be delivered to your destination.

## Shipment Dates

**Note:** All dates, including the "Desired delivery date", will be negotiated with the Transportation Service Provider during the premove survey. The "Estimated Shipment Arrival Date at Destination" is the standard transit time required based on the origin, destination, and estimated weight of shipment.

Desired Pickup Date:	Dec 28, 2016	Desired Delivery Date:	Jan 11, 2017
Estimated shipment arrival date at destination :	Jan 6, 2017		

Are you requesting a direct delivery?

Yes  No

\* Do you have a preferred TSP?

Yes  No

\* Do you have a non-preferred TSP?

Yes  No

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**The Scheduling page provides you with an estimate time for packing and pickup based on the weight estimate you provided in your application.**

**You will also see the transit time for your shipment. Transit time is based on origin and destination locations as well as the estimated weight of the shipment.**

**In addition, you will be able to request a direct delivery and whether you have a preferred or non-preferred Transportation Service Provider (TSP or carrier)**



# Shipment Dates

Based on the total estimated weight of **11,000** pounds, it will take **3** days. **2** days for packing and **1** day for picking up your shipment. It is estimated that it will take **9** days for this shipment to be delivered to your destination.

## Shipment Dates

**Note:** All dates, including the "Desired delivery date", will be negotiated with the Transportation Service Provider during the premove survey. The "Estimated Shipment Arrival Date at Destination" is the standard transit time required based on the origin, destination, and estimated weight of shipment.

Desired Pickup Date:	Dec 28, 2016	Desired Delivery Date:	Jan 11, 2017
Estimated shipment arrival date at destination :	Jan 6, 2017		

**On this section of the Scheduling Page, the blue highlighted section provides you an estimate of your packing and pickup days and the number of days your shipment will take to arrive at destination.**

**Note that all dates are negotiated between you and the TSP assigned to your shipment. The Desired Pickup Date is the date you requested to have your shipment picked up. Depending on the estimated weight of your shipment, additional days for packing may be required and those dates are added prior to shipment pickup date.**


**Your Desired Delivery Date is the date you entered in your application. This is the date you will be at destination and available to take delivery of your shipment.**

**The Estimated Shipment Arrival date is the date that your shipment is expected to arrive at destination. This is NOT your actual delivery date but is based on the transit time allowed for your shipment to reach destination.**

**ALL DATES are negotiated and confirmed with your TSP.**



# Direct Delivery & Preferred/Non-Preferred TSP

Are you requesting a direct delivery? 

Yes  No

\* Do you have a preferred TSP?

Yes  No

\* Do you have a non-preferred TSP?

Yes  No

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## Direct Delivery Request

If you have an address and would like your property delivered directly to that address select (Yes). If you do not have a delivery address select (No).

## Preferred TSP

Say 'yes' to this question if you have a company you would like to have pack, pickup and deliver your shipment and provide the name of the company. Say 'no' to this question if you do not have a preferred provider.

## Non-Preferred TSP

Say 'yes' to this question if you have a company that you would *not* want to be responsible for your shipment. Say 'no' to this question if you do not have a non-preferred provider

Click "Next"



# Responsibilities

**Counseling Items**

- Customer Profile
- Customer Information
- Point of Contact
- My Orders
- Order Information
- View Documents

**Order (DOCS TEST)**

- Order Details
- Bank & Hard Copy Orders
- Order Information
- Order Status
- Address Duty
- Order Selection
- Your Information
- Additional Information
- Summary

**Shipment**

- Check Move Shipment
- Current Shipments
- History
- Printing & Delivery
- Bank
- Additional Items
- Scheduling
- Responsibilities
- Summary
- Counseling Office
- Submit

**Loss/Damage**

PCS: 13000 lbs.  
Remaining PCS: 1200 lbs.

## Customer Responsibilities

Customer: [First Name] - United States Navy -

- Member Responsibilities Before Packers Arrive
- Carrier Responsibilities on Moving Day
- High Value Items
- Packing and Receiving Agent
- Pick-up from Private Storage or Non-Workplace
- Avoid excess Personal Costs
- Three Critical Documents at Origin
- Household Goods Descriptive Inventory
- CO items (S)
- Government Bill of Lading (GBL)

## BE THERE ON MOVE DAY

You or your designated agent must be available between 8 am and 5 pm for all scheduled pickup and delivery addresses on the days your personal property or delivery charges. Leaving a minor non-designated person will not fulfill this requirement.

## MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

- Electronics** - Disconnect TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video.
- Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator.
- Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
- Appliances** - Disconnect all appliances, water hoses and drain external units.
- Electrical Items** - Remove and wrap all electrical items including window air conditioners.
- Unnecessary Items** - Dispose of worn out and unneeded items that add unnecessary weight.
- Commodities** - Dispose of foods or other commodities that could spoil in transit.
- Oil the Well** - Remove pictures, clean and foot rocks from the walls, take down curtain rods and valances. Remove everything from the inventory.
- FBI/RA** - Separate all items of professional books, papers, and documents from the rest of your property. When listed properly on the inventory.
- Separate Special Items** - Separate all items of clothing, toys, and necessities that will not be shipped with the rest of the household goods. Pick up.
- Get Packed - No Pick-up** - If necessary, have an explanation of the residence and household goods completed at least several days prior to the move. Goods will not be picked up by the carrier if accepted of being bag refused. The member is responsible for costs associated with a move.
- No Prepack Tanks** - Dispose of propane tanks prior to shipment pick-up.
- Batteries** - If shipping a motorcycle, ensure that the gas tank is empty. Disconnect the battery and secure the cables.
- Dirty Clothes & Clothing** - Ensure all of your dirty clothes/beds/bath items, etc. are clean and ready to be loaded by the movers. Also, trash or

A member prepared inventory should be descriptive and in detail and list those personal property items of \$200 value or more that will not otherwise appear on the carrier prepared inventory.

- For example, an antique chair would not be coded as a chair, but would normally be listed separately on the carrier prepared inventory. However, a \$200 movie camera would normally be coded in a carton with other items being listed on a carrier prepared inventory.
- The member's prepared inventory should be organized for a dimensional carton, and the member should retain the original in case it is needed to file a loss or damage claim.
- Members must be prepared to provide evidence to support the loss or damage.

**Hard Copy Special Items** - Don't give small, extremely valuable items to the carrier.

**Appraise Expensive and Valuable Items** - Artwork, collectibles, heirlooms, photographs or documented valuables - Check-up photographs or videos.

## RELEASING OR RECEIVING AGENT

A member may designate a spouse, a relative, or a friend who is at least 18 years old to act as the releasing or receiving agent.

- If not specified on the move application, the agent must have a representative.

## PICKUP FROM PRIVATE STORAGE OR BARN/DIY STORAGE

- Appointment** - You must make an appointment for pickup with the carrier.
- Pickup List** - Provides the carrier with a description of what is being moved.
- Be There** - At the scheduled time for pickup, the member or member's representative must be present.
- Unpack/Repack** - The member or member's representative is responsible for repacking and rewrapping items.
- Repack and Move** - The carrier will then repack and move the goods.

**NOTE:** This does not apply to goods in government storage, EDCO, or other storage facilities.

## AVOID EXCESS PERSONAL COSTS

- Extra Services** - Avoid requesting costly packing, special handling, or other services.
- Excess Weight** - Members should be aware that the total combined weight of all items cannot exceed the weight limit of the trailer.
- Extra Shipments** - When basic household goods shipments from one location to another are required, they should be arranged in advance.

For example, if orders prompt shipment of goods from San Diego, CA to Los Angeles, CA, the member should be aware that the total weight of the shipment cannot exceed the weight limit of the trailer.

- Unshredded Items** - Avoid shipping unshredded articles. If you do, you may be charged for shredding services.
- Special Items and Disposal** - If you are shipping items that are not covered by the standard terms and conditions, you may be charged for special handling or disposal services.

**THE THREE CRITICAL DOCUMENTS AT ORIGIN** (You are entitled to a LEGIBLE COPY of each of these documents)

- THE HOUSEHOLD GOODS DESCRIPTIVE INVENTORY**
  - This is your official record of what is being shipped. Make sure all items are listed.
  - The inventory is completed by the member or your authorized agent, the member or agent.
  - Printed accurately (check for the correct page reference and the condition of each).
  - Printed accurately (check for the correct page reference and the condition of each).
- PRE-EXISTING DAMAGE**
  - Check for pre-existing damage prior to packing. You may file a claim on the day of the delivery.
  - If you disagree with the carrier's assessment, you may file a claim on the day of the delivery.
  - Take photos of any pre-existing damage to the items before the move. It is best to have a third party witness the condition of each item.
  - Your signature on the inventory is your acceptance of the condition of each item.
- GO FORMS**
  - Should be prepared but only if you verify the items to be accurate. It lists the following:
    - The weight of professional items.
    - Additional services performed (do not sign if these items were not completed).
    - Appraisal services at origin.
- GOVERNMENT BILL OF LADING**
  - This document shows you the following critical information:
    - GBL number used to track the shipment.
    - Issued (date and time).
    - Destination.
    - Weight of each item upon arrival at destination.

**COPIES SENT**

If you file a claim with your carrier, you will need the document of agreement's completed "Don't Move a Single Nail".

The following items are already in the operative area:

Continental, Columbia, the Cities of Columbia, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont.

None of the following states are within the carrier's service area: Alaska, Hawaii, North Carolina, Ohio, Virginia, West Virginia, Wisconsin. If your shipment has a pickup in one of the states that is not listed, this is a restricted area. It is the member's responsibility to determine whether the carrier's service area is restricted.

If an shipment is affected, you are responsible for making sure that your outdoor household articles don't exceed the grade weight. How you do this is your decision. The carrier's regulations allow for each shipment of household goods, and Department of Agriculture has developed a permit to allow you to file for a claim.

If you decide to perform a self-insurance, as described in the pamphlet, you must print and attach the Self-Inspection checklist included on the final page of the pamphlet.

**CUSTOMER SATISFACTION SURVEY**

After delivery of your shipment, you will have the opportunity to complete a Customer Satisfaction Survey (CSS). This survey is very important as it helps the quality of service of Transportation Service Provider (TSP). The web-based survey will be closed four months after the date of your shipment. It is the member's responsibility to complete the survey as soon as possible after the date of your shipment. Open delivery of your shipment, you must complete the survey by logging on to DPS and clicking on the CSS link.

**SHIPMENT VALUE CLAIMS**

If the shipment was accepted by the TSP Transportation Service Provider prior to 3 March 2006, it is possible the goods are only covered under depreciated value protection for all or part of the shipment. If your shipment was accepted by the TSP Transportation Service Provider after 3 March 2006, your shipment has Full Replacement Value (FRV) coverage. FRV liability is determined by \$5.00 per pound or \$1.00 times the net weight for household goods or gross weight for unaccompanied baggage, whichever is greater, up to a maximum of \$50,000. The Transportation Service Provider is responsible for obtaining cost estimates for the following:

- Cost of damaged property to original condition.
- Costs with an item of like kind and quality.
- Depreciation.
- Transport of replacement cost of the item.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 90 days from the date of delivery. If the claim is filed more than 90 days from the delivery date, or immediately with the Military Claims Office (MCO) when delivery, you will only be eligible for depreciated value claim (see below).

If you notice loss and/or damage to your personal property at the time of delivery, you must submit a Loss/Damage Report in DPS and list those items. (If you file your actual claim within 75 days from the date of your delivery, you are not required to submit a Loss/Damage Report).

**Warning:** Submission of the Loss/Damage Report only provides notice of your Loss and Damage, and does not constitute filing of your claim. Therefore you must file an actual claim to receive replacement/reimbursement for this loss/damage. If you submit your Loss/Damage Report later than 75 days after your delivery date, you will be required to enter a reason for the delay.

**GENERAL ITEMS**

If there is any change in orders or there are other factors that could affect delivery of your shipment, you must contact either the Origin or Destination PFSO Transportation Office. It is your responsibility to contact the Destination PFSO or to update your destination contact information, including a point of contact, in DPS immediately upon arrival to your new destination for when your property arrives. This minimizes the risk of you missing a critical phone call or message and having your personal property placed in temporary storage (SIT - Storage-in-Transit). If your goods are placed in storage, you may have to wait several days to even weeks until delivery can be arranged. Remember, you or your designated agent must be present at the pick-up and delivery locations between 8 am and 5 pm on your scheduled dates.

Read the **It's Your Move Pamphlet**. This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur.

Take a safe and successful move.

[Top of Page]

I acknowledge that I have read and understood the entitlement information above.

**Read & check Acknowledgement box**  
  
**Click "Next"**  
  
**IMPORTANT: this is part of your online counseling; by checking the box you are acknowledging that you are aware of your rights and responsibilities.**





# Shipment Summary

**Counseling Menu**

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

**Order [DOCS TEST]**

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

**Entitlements**

PCS: 13000 lbs.  
Remaining PCS: 2200 lbs.

**Shipment Summary**

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

Below, please find a summary of the information entered for this shipment. If there are any errors, please click on the link on the left navigation menu to return to the applicable page.

Customer Profile	
Name:	Bressi, Moira
SSN/EIN:	534927015
Primary Phone:	360-476-8888
Permanent Contact Address:	1234 Main Street BREMERTON, WA 98312
Branch: United States Navy	
Rank/Pay Grade: CPO / E-7	
Primary Email: moira.bressi@NAVY.MIL	

Order Details	
Order:	DOCS TEST Permanent Change of Station Shipment of HHG Permitted
Order Date:	01-Nov-2016
Current Duty Station:	JOHN C. STENNIS (C/VN 74)
Headquarters Issuing Orders:	

Estimated Weight	
Here is the breakdown of your total estimated weight	
Your estimated Household Goods weight	9,454 lbs
Your estimated PBPAE (Pro Gear) weight **	250 lbs
Your Spouse's estimated PBPAE (Pro Gear) weight **	10 lbs
Estimated weight of 1 motorcycle(s)	840 lbs
Total estimated weight	9,654 lbs

\*\* The weight of PBPAE does not count against your weight allowance.

Special items included in your shipment	
Gas-powered equipment	
Front load washer/dryer	

Additional Information	
You have provided the following information for items with extraordinary dimension included in your shipment.	
PICKUP ADDRESS IS ON A CUL-DE-SAC	
Your estimated shipment arrival at destination is on 16-Dec-2016.	
You have NOT requested direct delivery.	

Click here to verify the above information is correct

The Shipment Summary pages provides you with a review of all the information you have entered into your application. If you need to make changes to any of the information on this page, you may use the counseling menu on the left side of the screen to edit the information for each section.

Once you have reviewed the information, check the acknowledgement box and click "Next"



# Counseling Office

## Counseling Office

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

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. *Note: Your move cannot be scheduled until you have provided documents, if applicable, to the transportation office listed below.* All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), documentation as soon as possible. You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

Click here to acknowledge that you have read the above disclaimer

### Booking/Servicing Installation

GBLOC: JENQ  
Installation Name: FISC PUGET SOUND, WA

### Destination Servicing Installation

GBLOC: LKNQ  
Installation Name: FISC, SAN DIEGO, CA

### Selecting Counseling Office Information

#### REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING

You may request any Personal Property Office for counseling. This office is responsible for validating all the information you have entered and to answer any of your entitlement questions. Once validation is complete, the Personal Property Office will forward your application and supporting documentation to the shipping office responsible for booking your shipment

\*Counseling Office:

Select from below  
FISCPS BREMERTON  
FISCPS DETACHMENT EVERETT  
NAS WHIDBEY ISLAND

### Selected Counseling Office Information

Installation Name:	FISCPS BREMERTON
Street:	FISCPS 2255 COLE AVE, BLDG 985
City:	BREMERTON
State:	WA
ZIP/APO/FPO:	98314
Country:	UNITED STATES
Phone:	3604769172
DSN:	
Fax:	3604761834
DSN Fax:	
Email:	PersProp.FISCPS.FCT@navy.mil

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**On the Counseling Office page, click to acknowledge you have read the disclaimer.**

**Use the drop down menu to select your local counseling office. You will need to make note of the contact information that populates on the page. This is where you provide your supporting documents so your application can be processed.**

**Click "Next"**



# Shipment Submit – Part 1

### Counseling Menu

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

### Order [DOCS TEST]

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items


### Shipment Submit

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

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

#### Forms Required

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



- DD Form 1299 (Application for Shipment and/or Storage of Personal Property) [View & Print](#)
- DD Form 1797 (Personal Property Counseling Check list) [View & Print](#)

[Upload Documents](#) [View Documents](#)

These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counselor has reviewed and Submitted the Shipment request.

[<< Previous](#) [Submit](#)

**IMPORTANT!!!** After you have submitted your application make sure to print DD Forms 1299 & 1797. **Your application will not be processed** until you provide these signed documents and a copy of your orders to the responsible origin counseling office.

You are now able to upload your documents into DPS – the next several slides will show you how to upload and/or view uploaded documents.



# DD Forms 1299 & 1797

## DD Form 1299

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <i>(Read Privacy Act Statement on back before completing form.)</i>		1. DATE PREPARED (YYYYMMDD) 20151120	2. SHIPMENT NUMBER 3 / 3 HEGG
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office)	
6. NAME OF DESTINATION PERSONAL PROPERTY SHIPPING OFFICE NAVJUP FLC NORFOLK-CF950		4. NAME NAVJUP FLC PUGET SOUND	
8. MEMBER OR EMPLOYEE INFORMATION a. NAME (Last, First, Middle Initial) More, Wessan WD		b. RANK/GRADE PO1-E-6	d. AGENCY United States Navy
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING: a. HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ITEMS OF CONTAINER (Give quantity estimate)			
(1) POUNDS 7000	(2) POUNDS OF PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (Number of cartons) (If more "100lb" if not applicable) 100	(3) EXPENSIVE AND VALUABLE ITEMS (Number of cartons)	
b. MOBILE HOME INFORMATION (Give dimensions in feet and inches)		(4) HEIGHT	(5) TYPE EXPANSO (Describe)
c. MOBILE HOME SERVICES REQUESTED (If as applicable)		MOBILE HOME UNLOCKED <input type="checkbox"/> STORED AT ORIGIN <input type="checkbox"/> STORED AT DESTINATION <input type="checkbox"/>	
8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING CHANGE OF STATION ORDERS:			
a. TYPE ORDERS (If one)	b. ISSUED BY SUPERVISOR	c. NEW DUTY ASSIGNMENT 155 Alameda Litchfield	
X PERMANENT	ORDERS NUMBER PCS Test	e. IN TRANSIT TELEPHONE NO. (Include Area Code) 360-555-1212	
9. PICKUP (ORIGIN) INFORMATION a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) 112 Main Street BREMERTON, WA 98312		10. DESTINATION INFORMATION a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) 110B NORFOLK, VA 23501 360-555-1212	
b. TELEPHONE NUMBER (Include Area Code) 360-555-1212 (include direct/directly ext)	b. AGENT DESIGNATED TO RECEIVE PROPERTY Test, Mary		
11. EXTRA PICKUP/DELIVERY (If applicable)			
WORK/OFFICE	a. PICKUP	b. PICKUP	c. DELIVERY
407 W STREET	20151125	20151130	20151217
13. REMARKS Pickup is to a new location (ADD PICKUP: BOB'S SELF STG UNIT B-1 45 SILVERDALE WAY SILVERDALE, WA 98153 (ADD DELIVERY) WORK/OFFICE: 113 ARDENVALE WAY ROSELAND, VA 23101 (PRO: 802 282) NORFOLK, VA 23101 (company use only) Motorcycle HARLEY DAVIDSON, SOFTAIL, 2010, 940 lbs. Gov-governed Equipment, Front Load Wheel Drive, Retaining Agar (Oregon) NO. WYANDOTA MOVES 106-70-1151. Proceed of Spouse/Professional Books, Papers and Equipment (PROBIL) 100 Occupation: OMBUDSMAN			
14. I CERTIFY THAT NO OTHER SHIPMENTS AND/OR NONTEMPORARY STORAGE HAVE BEEN MADE UNDER THESE ORDERS EXCEPT AS INDICATED BELOW (If none, indicate "NONE")			
a. FROM	b. TO	c. NET POUNDS (Actual or estimated)	d. POUNDS OF PAPER (Actual or estimated)
15. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.			
a. SIGNATURE OF MEMBER/EMPLOYEE	b. DATE SIGNED	c. ADDRESS OF CONTRACTOR (Street, Suite No., City, State, ZIP Code)	
16. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Property is baggage, household goods, mobile home, and/or professional books, papers and equipment authorized to be shipped at government expense.			
a. REASON FOR NONAVAILABILITY OF SIGNATURE	b. CERTIFIED BY (Signature)	c. TITLE	

**DON'T FORGET!!**  
Forms must be signed

## DD Form 1797

PERSONAL PROPERTY COUNSELING CHECKLIST						
PRIVACY ACT STATEMENT						
AUTHORITY: 37 USC 406; 5 USC 5726; and E.O. 9397.						
PRINCIPAL PURPOSE(S): Primary purpose is to ensure the member, dependent, and government employee has been briefed properly on the movement of their personal property within the Defense Transportation System. Information collected in this system may also be used in determining validity of claims for damage and improper shipments and any third party responsibility.						
ROUTINE USE(S): Information contained in this system of records may be provided to a carrier, for the purpose of helping to resolve or adjudicate claims brought by Defense Transportation System users.						
DISCLOSURE: Voluntary; however, failure to provide the requested information will delay settlement of a claim.						
1. NAME (Last, First, Middle Initial) More, Wessan	2. SOCIAL SECURITY NUMBER XXXX-XX-4681	3. GRADE/RANK/RATING PO1-E-6				
4. ISSUING AUTHORITY BLUPERS	5. ORDER NUMBER AND PARAGRAPH PCS Test	6. DATE (YYYYMMDD) 20151028				
7. CHECKLIST (Record special instructions on back)						
PART I - HOUSEHOLD GOODS			PART II - UNACCOMPANIED BAGGAGE (Continued)			
X (1) Enclosures under the order (Number of shipments, authorized destination, etc.)	N/A	(7) Items of extraordinary value				
X (2) Weight allowances: PCS 11000 TDY 400	N/A	(8) When in contact in the event of loss or damage				
X (3) Weight restriction at new duty station, if any	N/A	(9) Very Important Papers (the importance of documentation)				
X (4) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).	N/A	(10) Member's responsibility to complete and turn in quality control form.				
X (5) Pick-up date and required delivery date as determined by requirements of the member: R/O 20151130 - R/O: 20151221	N/A	(11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).				
N/A (6) Method of shipment, including name of carrier if known.	N/A	(12) Unaccompanied items and disposal of useless items.				
X (7) Unaccompanied items and disposal of useless items.	N/A	(13) Professional books, papers, and equipment.				
X (8) Professional books, papers, and equipment.	N/A	(14) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives.				
N/A (9) Member's responsibility to prepare and submit a complete DD Form 1701, Inventory of Household Goods.	PART III - NONTEMPORARY STORAGE					
X (10) Servicing/descending appliances.	N/A	(1) Enclosures under this order, special services, etc.				
X (11) Temporary storage (contractual or interest).	N/A	(2) Included as part of HHG weight allowance when stored at Government expense.				
X (12) Checking inventory at origin and destination, making discrepancies on reverse of PROBL, DD Form 619, and carrier's inventory prior to shipment.	N/A	(3) Where stored and for how long.				
X (13) Checking DD Form 619 prepared by carrier at origin for complete accuracy of information recorded thereon.	N/A	(4) Pickup date.				
X (14) Member's responsibility to sign delivery documents and release them to carrier immediately upon delivery of property and completion of delivery services and annotation of destination.	N/A	(5) Application involving.				
X (15) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives.	N/A	(6) Checking inventory at time of pickup.				
X (16) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives.	N/A	(7) What documentation given to member and its importance to him.				
X (17) Member's responsibility to contact origin and destination (TO) if there is any change in orders or there are other factors that could affect delivery of the shipment.	N/A	(8) Items of extraordinary value, excess weight/cost.				
X (18) Extra pickup or delivery charges, when applicable.	N/A	(9) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).				
X (19) Procedure to designate agent to release property or accept property in absence of member and use of Power of Attorney or informal letter of authority.	N/A	(10) Unaccompanied items and disposal of useless items.				
X (20) Member's responsibility to complete and turn in quality control form.	N/A	(11) Professional books, papers, and equipment.				
PART IV - HOUSE TRAILERS/MOBILE HOMES						
X (1) Member's responsibility to ensure PP items are free of soft-pick infestation.	N/A	(12) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives.				
PART V - UNACCOMPANIED BAGGAGE						
N/A (1) Included as part of HHG weight allowance when shipped at Government expense.	N/A	(1) Enclosures under this order, limitations, possible costs.				
N/A (2) Weight allowances: Member Dependents	N/A	(2) Services authorized at Government expense and those billed to member.				
N/A (3) What can be shipped as unaccompanied baggage.	N/A	(3) Responsibility of member to get trailer ready for movement.				
N/A (4) Pickup and delivery dates.	N/A	(4) Insurance and contents of trailer. Items that cannot remain in trailer.				
N/A (5) Reason: Cost of Order in each container just before closing it.	N/A	(5) Interest storage and probability of excess costs.				
N/A (6) How and by whom shipped.	N/A	(6) Carrier and Government liability.				
	N/A	(7) What documentation given to member and its importance to him.				
	N/A	(8) Responsibility to promptly submit quality control information.				
DD FORM 1797, SEP 1998 PREVIOUS EDITION IS OBSOLETE.						
FOLLOWS:						
(1) HOUSEHOLD GOODS	(2) YES	(3) NO	(4) YES	(5) NO	(6) YES	(7) NO
(8) MOBILE HOMES (if \$50.00 limitation on weight allowed)	X		X		X	
(9) NONTEMPORARY STORAGE			X		X	
(10) PRIVATELY OWNED VEHICLES			X		X	
(11) WEAPONS AND AMMUNITION			X		X	
(12) LIABILITY, CLAIMS, PROTECTION			X		X	
(13) I HAVE BEEN FURNISHED A COPY OF THE PERSONAL PROPERTY SHIPPING INFORMATION Pamphlet.			X		X	
(14) LOSS AND DAMAGE	X					

DD Form 1299 is a one-page form; DD Form 1797 is a two-page form.

Please **do not forget to SIGN** your forms.

Once you have printed and signed your forms, scan and save them to your computer.



# Uploading Documents

**Counseling Menu** <<

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

**Order [DOCS TEST]** <<

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

**Entitlements** <<

PCS: 13000 lbs.  
Remaining PCS:2200 lbs.

## Shipment Submit

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

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

### Forms Required

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



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

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

[Upload Documents](#) [View Documents](#)

These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counselor has reviewed and Submitted the Shipment request.

**Once you have printed, signed and scanned your forms back into your computer, they can be uploaded directly into DPS.**

**Click the "Upload Documents" button**



# Uploading Documents – cont.

## Document Management

DPS File Upload

Document Type

Select One

Select One

- DD Form 1299
- Power of Attorney
- Order
- DD Form 1797
- Order Amendment
- DD Form 2278
- Miscellaneous
- DD Form 1351-2

**1. Use the Drop-down menu to select the type of document**

**2. Click browse, locate the document in your files, and select open**

Document Management

DPS File Upload

Document Type

DD Form 1299

+ Browse

Upload

Choose File to Upload

DPS > DOCUMENT UPLOAD

Name	Date modified	Type	Size
DOCSTEST_1299.pdf	12/2/2016 12:36 PM	Adobe Acrobat D...	51 K
DOCSTEST_1797.pdf	12/2/2016 12:37 PM	Adobe Acrobat D...	104 K
NOVORD_TEST_1299 WITH ELEC SIG.pdf	11/25/2016 10:55 ...	Adobe Acrobat D...	118 K
NOVORD_TEST_1299.pdf	11/25/2016 10:51 ...	Adobe Acrobat D...	51 K
NOVORD_TEST_1797.pdf	11/25/2016 10:53 ...	Adobe Acrobat D...	104 K
NOVORD_TEST_1797 WITH ELEC SIG.pdf	11/25/2016 10:56 ...	Adobe Acrobat D...	148 K
Sample USMC PCS with TEMINS.pdf	11/25/2016 10:28 ...	Adobe Acrobat D...	65 K

File name: DOCSTEST\_1299.pdf

All Files (\*.\*)

Open Cancel

Document Management

DPS File Upload

Document Type

DD Form 1299

+ Browse

DOCSTEST\_1299.pdf

Upload

**3. Click upload**

Document Management

The DD Form 1299 document has been successfully uploaded.

DPS File Upload

Document Type

DD Form 1299

+ Browse

Upload

**4. You will receive a message stating your document has been successfully uploaded.**

**Make sure you uploaded BOTH signed documents**



# Viewing Documents

## Shipment Submit

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

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

### Forms Required

You will need Acrobat Reader version 8.0 or earlier to view documents.



DD Form 1299 (Application for Shipment and/or Storage)

DD Form 1797 (Personal Property Counseling)

Upload Documents

View Documents

These forms may be printed for review before submission. The

https://dpstraining.sddc.army.mil/?p=/1p60eaTf6yF7C%2BF54TZrTxqTaLy5P62584aLiC23j6c1yFRiTRtuaqQ - Internet Explorer

## Document Management

Documents

View History Get File

(1 of 1) 1

File Status	Shipment Type	File Name	Version	Document Type	File Create Date	View History	Action
Submitted	1-HHG	DOCSTEST_12	1	DD Form 1299	02 Dec 2016		
Submitted	1-HHG	DOCSTEST_17	1	DD Form 1797	02 Dec 2016		
Submitted		Sample Separation Orders.docx	1	Order	02 Dec 2016		

**You can check to make sure your documents have been uploaded by clicking the “View Documents” button.**

**When the Document Management window opens, you will see ALL of the documents you have uploaded. If you need a copy of the document, select the file name and click “Get File”**

**When you are done viewing your documents, close the Document Management window**



# Shipment Submit – Part 2

**Counseling Menu** <<

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

**Order [DOCS TEST]** <<

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

**Entitlements** <<

PCS: 13000 lbs.  
Remaining PCS:2200 lbs.


**Shipment Submit**

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

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

**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](#)

[Upload Documents](#) [View Documents](#)

These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counselor has reviewed and Submitted the Shipment request.

[<< Previous](#) [Submit](#)

**Message from webpage**

Are you sure you want to submit?

[OK](#) [Cancel](#)

**Now that you have uploaded your documents you may submit your application. Click “Submit” and say okay to the message from the webpage.**

**Please note that your application will not be processed until your supporting documents are received. If you are unable to scan and upload your documents directly into DPS, you may still email or fax your documents to the responsible origin counseling office.**

**To locate the responsible origin office, click the ‘previous’ button to return to the Counseling Office portion; this section provides you with the email and fax number for the counseling office you selected.**





# Shipment Submit – Part 2, cont.

## Shipment Submit

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

Your application for the following shipment has been submitted.

### Shipment Details

Shipment:	1 HHG
Order Number:	DOCS TEST
Date Submitted:	Fri, 2 Dec 2016 21:06:08
Shipment created by:	534927015
Date DD 1299 Prepared:	Fri, 2 Dec 2016 20:31:47

If you need to make changes to any information other than contact data or cancel your shipment, you must contact the Counselor you submitted your application to.

To CREATE a new shipment for this order, click on the **Create New Shipment** link in the left navigation tree.  
To ADD a new order, click on **Enter Order Information** in the navigation tree in the upper-left corner of the screen under **My Orders**.

**You will receive a notice confirming you have successfully submitted your application. If you need to make any changes to your information or cancel your shipment, you must wait until your application is processed.**

**It takes approximately 2-3 weeks from the time all supporting documents are received for an application to be processed. During Peak Season (mid-May through August) this timeline can be increased up to 6 weeks.**

**To create an additional shipment request (i.e. a Personally Procured Move (PPM), an Unaccompanied Baggage (UB) shipment or a Non-Temporary Storage (NTS) shipment, follow the steps in the middle of the page.**



# Email Confirmation

From: counseling@dpsmail.csd.disa.mil  
To: Bressi, Moira L CIV NAVSUP GLS, 0411  
Cc:  
Subject: Shipment Submission Received

Sent: Thu 11/9/2017 12:54

Wanna Move,

Your application for shipment 1/HHG from BREMERTON, WA 98312 to SAN DIEGO, CA 92101 with a requested pickup date of Jan 25, 2018 has been received by the transportation counseling office - NAVSUP FLC PUGET SOUND BREMERTON located at BREMERTON, WA UNITED STATES. Upon receipt of your supporting documentation the Counseling Office will validate and finalize your application. Once your shipment has been awarded to a Transportation Service Provider (TSP), you will be notified by that TSP of your actual packing and pickup dates. You can continue to monitor the status of your shipment via the Shipment Management tab located on the DPS homepage.

If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact the transportation office at BREMERTON, WA UNITED STATES.

Phone: 3604767366

Thank You.  
Defense Personal Property System (DPS)

\*\*\* DO NOT REPLY directly to this email \*\*\*

**Once you have submitted your application, you will receive an automated email from the DPS system that confirms submittal and reminds you to submit your supporting documents. THIS IS NOT CONFIRMATION OF YOUR PACK/PICKUP DATES!**

**Supporting documents for a basic HHG shipment include a copy of your orders (including any amendments & modifications) and SIGNED copies of DD Forms 1299 & 1797. If anyone other than the member signs these forms make sure to also provide a copy of your Power of Attorney. If you are requesting a pickup from your Home of Record (HOR), also include a copy of your Enlistment Contract or Officer Commissioning letter that shows your HOR. If you are requesting pickup for dependents, please include a copy of your page 2. If you are separating/retiring, you may be asked for a copy of your DD 214. Your counseling office will contact you if any additional documents are required.**

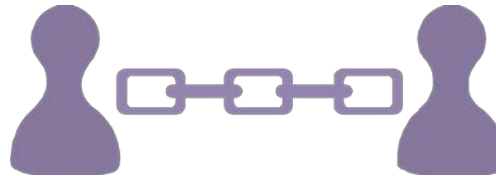


# Contacts

- 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/DPS](http://www.navsup.navy.mil/household/DPS)
- OR
- Email us at [householdgoods@navy.mil](mailto:householdgoods@navy.mil)



# Links



- **NAVSUP Household Good Portal:** [www.navsup.navy.mil/household](http://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](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](http://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](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf)
- **Weight Estimator Form:** [www.move.mil/documents/dod/weightestimator.xls](http://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](http://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](mailto:householdgoods@navy.mil) / call: 855-HHG-MOVE (444-6683)



*Thank You.....*

For additional information or assistance:



[www.facebook.com/navyhhg](http://www.facebook.com/navyhhg)



[www.pinterest.com/navyhhg](http://www.pinterest.com/navyhhg)



[www.youtube.com/navyhhg](http://www.youtube.com/navyhhg)



[www.twitter.com/navyhhg](http://www.twitter.com/navyhhg)

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