

HOW TO CANCEL A DPS SHIPMENT REQUEST

STEP 1: Log into DPS

STEP 2: Locate the correct order number; expand the information

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

STEP 3: Select the blue words "Edit My Order/Shipment Info"

01 May 2017: **BREMERTON to SAN DIEGO**

Order Number NAVSUP_GLS TEST

Order Type Permanent Change of Station

Shipment Status 2-HHG: Canceled

| | | | |
|-------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------|
| Desired Pickup Date 29 Jun 2017 | Origin 123 MAIN STREET BREMERTON, WA 98310 UNITED STATES | Destination SAN DIEGO, CA 92101 UNITED STATES | Edit My Order/Shipment Info |
| Actual Pickup Date | | | Print DD1797 Counseling Checklist |
| Assigned Counselor | Move Type 2-HHG: Household Goods | Estimated Shipment Weight 12990 lbs | Print DD1299 Shipment Application |
| Moving Company | Total Pro-Gear Weight 10 lbs - Service Member 0 lbs - Spouse | | File a Claim |
| | | | Complete Survey |

STEP 4: Select the correct shipment from the Counseling Menu

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [MLBTST]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 2-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit
- Entitlements
 - PCS: 9000 lbs.
 - Remaining PCS: 10 lbs.
 - Excess Cost: \$4,007.74

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 following information.

*Is this a Local Move? Yes No

Dates

*Desired Pickup Date: 15-Jul-2016 *Desired Delivery Date: 14-Oct-2016

Click on the to display the list of addresses or add an Address. From your address list select your primary pickup and delivery. 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.

To add an address to your list click on the ; enter the address information and select 'Save Address'.

| | | | |
|----------------------------|-------------------------------------------------|------------------------------|----------------------------------------|
| *Authorized Pickup Address | 123 a street LEMOORE, CA 93245 3605551212 | *Authorized Delivery Address | SAN ANTONIO, TX 78215 3605551212 |
| *Requested Pickup Address | 123 a street LEMOORE, CA 93245 3605551212 | *Requested Delivery Address | VALDEZ, AK 99686 3605551212 |

Power of Attorney: [Select from below] Power of Attorney: [Select from below]

STEP 5: Click the cancel icon (red circle with a line through it)

Counseling Menu << **Current Shipment**

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

Shipment 2 - Household Goods [cancel icon] [print icon]

Pickup Information

Your Household Goods have a desired pickup date of **15-Jul-2016** from the pickup address:
123 a street
LEMOORE, CA 93245
3605551212

Delivery Information

Your Household Goods will be delivered on the desired delivery date of **14-Oct-2016** to the delivery address:
VALDEZ, AK 99686

STEP 6: Confirm cancellation

Confirm shipment cancel [close icon]

Are you sure you want to cancel the following Shipment?

Order Number MLBTEST

Customer Name Wanna Move

Shipment Type Household Goods

OK **Cancel**

You will be asked to confirm the cancellation; click OK