



# First Time Movers

## *“The Basics”*

FEB 2026

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## Plan Your Move

- A successful move is not just a matter of chance. It is the result of planning and hard work! At the center of these efforts is YOU, the customer. If you expect to have a good move, you must play an active role in the entire process
- Begin planning your move as soon as you receive your orders
  - Decide what type of move(s) to arrange
  - Submit move application(s) in the Defense Personal Property System (DPS)
- Know your authorized weight allowance
  - Weight allowances are based on paygrade and dependents
  - Hyperlink to Weight Allowance Chart:  
[https://www.navsup.navy.mil/public/navsup/hhg/quick\\_links/weight\\_allowance/](https://www.navsup.navy.mil/public/navsup/hhg/quick_links/weight_allowance/)



## When Do I Make Arrangements?

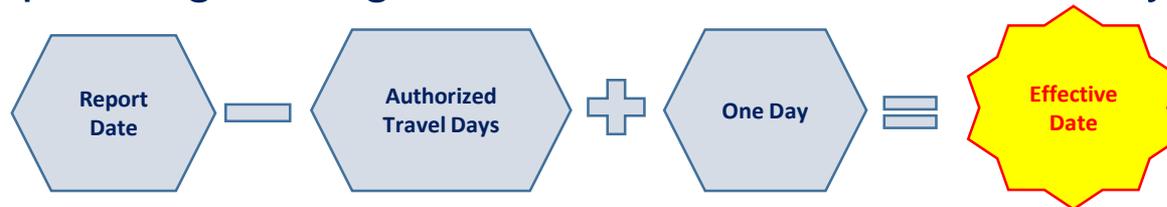
- As soon as you receive your orders!
  - All moves require an authorization and line of accounting that funds travel & transportation
  - **REMEMBER! NO ORDERS = NO MOVE**
- Navy members submit ALL move requests in the Defense Personal Property System (DPS)
  - It takes three (3) weeks to process a request and book a shipment.
  - **IMPORTANT!** During Peak Season (mid-May through August), it can take up to 12 weeks to book a shipment
- Once a shipment is booked with a Transportation Service Provider (TSP aka moving company), you will be contact to conduct a pre-move survey. During the survey, the TSP will finalize all dates for packing, pickup and delivery.
- Don't Delay!! Delaying can create hardships for everyone!!



## Effective Date Calculation

- Why is Effective Date important? Because it determines the entitlement for transportation of dependents and shipments of Household Goods (HHG)
- For members separating/retiring, the effective date is the last day of active duty

- For all others:



- *NOTE: members will need to talk to their Command Admin or Order Issuing Authority to determine how many days are allowed for travel.*
- EX 1: Member ordered to perform a PCS (Permanent Change of Station) with a report date of 04 June. Member travels by privately owned vehicle (POV) and is authorized 7 days of travel. Member takes leave and marries spouse in September. Can member ship new spouse items? **NO** – if member marries **AFTER** effective date, spouse **is not** eligible to ship household goods.
- EX 2: Member graduates from school on 23 June; marries spouse on 01 July. Report date is 10 July; member travels by POV and is authorized 3 days of travel. Can member ship new spouse items? **YES** – if a member marries **PRIOR TO** the effective date, spouse **is** eligible to ship household goods.

# How Do I Request a Move?

- **First Time Users:**

- Go to <https://dps.move.mil/cust/standard/user/home.xhtml>; in the green banner mid-page, click the words “create a new account”
- You will be re-directed to the registration site, ETA. Complete and submit the request for a new account.
- Once you submit the request, ETA will email you additional instructions (*note: it can take up to 24 hours to receive the confirmation email*)

**Returning Users:**

Go to <https://dps.move.mil/cust/standard/user/home.xhtml>; in the green banner mid-page, click the words “Sign into DPS”  
You will be re-directed to the secure ETA login site.

If you have not logged into your DPS account for more than 45 days, you will receive prompts to re-new your password. Instructions are provided on the ETA page.

All technical issues with DPS ( lock out, CAC ) are handled by the DPS System Response Center at:  
(833) 645-6683 (833-MIL-MOVE) (24/7) option 2/ [usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@army.mil](mailto:usarmy.scott.sddc.mbx.G6-SRC-DPS-HD@army.mil).



## I Registered – Now What?

- Navy members submit ALL move requests in DPS
- Once you log into ETA, your DPS homepage will open.
  - First Time Users: create your profile, enter new orders information, create shipment request, upload documents, submit application
  - Returning Users: update profile, enter new orders information, create shipment request, upload documents, submit application
- **REMEMBER!** Applications cannot be processed and moves cannot be booked until all supporting documents are uploaded to your DPS account
  - Supporting documents include:
    - ORDERS (Including all amendments/modifications)
    - SIGNED DD FORM 1299 (Application to Ship/Store Household Goods) no delivery address put city/state/zipcode
    - SIGNED DD FORM 1797 (Counseling Checklist)
    - ENLISTMENT CONTRACT or OFFICER APPOINTMENT LETTER (if moving from home of record for first time)
    - DEPENDENCY REPORT (i.e. page 2) (if moving dependents for the first time)
    - POWER OF ATTORNEY (required if anyone other than the members signs the DD Forms 1299 & 1797)
  - **IMPORTANT!** DD Forms 1299 & 1797 require a signature. Applications will not be processed and moves will not be booked until ALL signed, supporting documents are uploaded!
- For step-by-step instructions to DPS, review our how-to guides at [www.navsup.navy.mil/public/navsup/hhg/dps\\_guides/](http://www.navsup.navy.mil/public/navsup/hhg/dps_guides/)

BOL/GBL	Bill of Lading/Government Bill of Lading (ex. LKNQ1234567)	PPM	Personally Procured Move
CONUS	Continental United States	QA/QC	Quality Assurance/Quality Control (who to call if there is a problem day of move)
DPS	Defense Personal Property System (create and track move application)	RDD	Requested Delivery Date (date customer would like delivery)
FRV	Full Replacement Value	RDD	Required Delivery Date (date TSP required to deliver)
HHG	Household Goods (majority of your personal belongings)	SIT	Storage In Transit (short term storage)
JTR	Joint Travel Regulation (entitlements)	TSP	Transportation Service Provider (aka moving company)
MCO	Military Claims Office	UB	Unaccompanied Baggage (small overseas shipment)
NTS	Non-temp Storage (long term storage)	DD 1299	Application to Ship/Store Property (SIGNED copy required to be uploaded with DPS application)
OCONUS	Outside Continental United States	DD1797	Counseling Checklist (SIGNED copy required to be uploaded with DPS application)
POA	Power of Attorney	DD 2278	Application for Do-It-Yourself Move (PPM move)
POV	Privately Owned Vehicle	DD 1351-2	Subvoucher for Payment (used for PPM)

## Weight Limits

- The weight allowance for Household Goods (HHG) that may be shipped at government expense is specified in the Joint Travel Regulations (JTR 051401) and includes the weight of all household goods you ship, place into storage or send as unaccompanied baggage. It also includes goods you already have stored at government expense
- Two factors govern the weight allowance for household goods:
  - Pay Grade
  - Dependents
- **Excess weight can cost you BIG money!**
  - If household goods exceed the weight allowed, the member is required to pay for excess costs



# Government Moves & Unaccompanied Baggage

- **Government Moves** are typically referred to as a **Basic HHG Shipment**
  - The Government contracts with approved TSPs to pack, pick up, transport and deliver your household goods
  - All Government Moves will be issued a Government Bill of Lading (GBL/BL) upon booking a shipment
- **Unaccompanied Baggage (UB)** is normally done for overseas assignments.
  - Limited in weight and type of items that can be shipped; UB cannot contain any furniture (can contain bedding, linens, clothing, small electronics & kitchen item, collapsible crib, playpen, etc.)
  - Transported separately from the major HHG shipment
    - Recommended UB shipments be packed/picked up 30-45 days prior to the HHG shipment. This helps to ensure that UB is available for delivery upon member's arrival at destination.
  - You will be re-directed to the secure ETA login site.
    - If you have not logged into your DPS account for more than 45 days, you will receive prompts to re-new your password. Instructions are provided on the ETA page.

## Non-Temporary Storage (NTS)

- Eligibility for NTS includes (but is no limited to):
  - A member performs PCS travel to a designated isolated (arduous) assignment
  - A member moves to/between overseas assignments
  - In conjunction with retirement/separation
- NTS is utilized most frequently at origin (i.e. shipment picked up at residence and stored in a government approved NTS facility within the same city/state)
- It is your responsibility to:
  - Know your NTS expiration date
  - Inform your Personal Property Office (PPO) of any changes in your contact information
- If overseas tour is extended or you PCS to another overseas location, you must provide the origin PPO with a copy of your new orders or extension/modification. This will ensure that your items continue to be stored at Government expense.

*Failure to keep the origin PPO informed could result in costs.*



## Personally Procured Moves (PPMs)

- A Personally Procured Move (PPM) is an alternate means of moving property
- Members move HHG on their own and request reimbursement (can be up to 95% of the Government Constructive Cost (GCC))
- Member's are authorized to move property by:
  - Privately own vehicle and/or trailer ( trailer weight may be included however there are restrictions on size)
  - Rent a truck and/or trailer (i.e. U-Haul, Ryder, etc.)
  - Hire a commercial moving company
  - Hire a "You Load/They Drive" method (i.e. PODs, PackShip, U-Haul's U-Box, etc.)
- PPM reimbursement is based on the actual weight of property moved and the distance between authorized locations
- Members **MUST** provide one empty and one full weight ticket. Tickets can be obtained at origin, destination or a combination of both locations

**NOTE:** *Some companies use other methods besides actual weight to determine costs for moving HHG (i.e. running foot, cubic foot, etc.). **These methods are not acceptable** to determine the weight of property for the purpose of paying incentives. When you file your PPM claims package, you **MUST** provide **actual weight tickets** to receive reimbursement. Any other method for determining weight of property may result in limited reimbursement.*

- **Eligibility:**

- **NOT ELIGIBLE FOR ADVANCE:**

- Members separating in a non-pay status (not retiring)
- 1<sup>st</sup> Permanent Change of Station (PCS) move
- Member using own vehicle and not renting a truck/trailer
- Member not hiring a Transportation Service Provider (TSP aka moving company)
- Moving to a unique location that requires a Personal Property Office to obtain a One-Time-Only (OTO) rate without prior approval from NAVSUP HQ.
- All other Navy members must provide a copy of a vehicle rental reservation or TSP estimate before funds advance is authorized
- Per NAVSUP HHG Advisory 2018-05, members authorized a PPM advance operating allowance must submit the completed and processed DD Form 2278 (Application for Do-it-Yourself Move and Counseling Checklist), NPPSC 7000/001 (Electronic Funds Transfer Information) and a vehicle rental reservation or commercial carrier written estimate to their CPPA (Command Pay/Personnel Administrator) or PSD (Personnel Support Detachment), if on site, and provide a copy of official orders.
  - NOTE: DD Form 2278 must be signed by the member and counselor that processed the request

- The Personal Property Office (PPO) provides approval, counseling and instructions for your PPM
- Any costs that exceed the Maximum Government Obligation (MGO) is at the members' expense
- If an advance allowance is drawn and the actual weight of the shipment is less than estimated, member is required to reimbursement the Government
- The combined weight of ALL shipments made must not exceed your maximum weight allowance
- Weight tickets **MUST** be from a Certified Scale. Tickets must be signed by a weigh master. Tickets should annotate name, paygrade and last four of SSN of member. Scale locator can be found at <https://move.mil/resources/locator-maps>
- Navy members submit all reimbursement claims to the Navy HHG Audit Team.
  - Audit's contact information can be found at [https://www.navsup.navy.mil/public/navsup/hhg/navy\\_audit/navy\\_audit\\_contacts/](https://www.navsup.navy.mil/public/navsup/hhg/navy_audit/navy_audit_contacts/)

**NOTE:** PPM reimbursement is not dollar-for-dollar. Reimbursement is based on the actual weight of the property moved and the distance between authorized locations. Receipts for gas, non-reusable packing materials, tolls, ferries, etc. can be submitted to help offset taxes taken out of final reimbursement.



## Professional Books, Papers & Equipment (PBP&E aka Pro Gear)

- Pro Gear weight is limited to 2,000 lbs. for member and 500 lbs. for spouse (prior approval is required for Spouse Pro Gear)
  - Spouse Pro Gear worksheet can be found at:  
[https://www.navsup.navy.mil/site/public/household/documents/Spouse\\_Pro\\_Gear\\_Worksheet.pdf](https://www.navsup.navy.mil/site/public/household/documents/Spouse_Pro_Gear_Worksheet.pdf)
- Pro Gear includes items in a member's/employee's possession needed for the performance of official duties at the next duty station
- Pro Gear must be declared at origin AND documented on inventories (M-Pro for member; S-Pro for spouse)
  - Member should ensure that Pro Gear is entered into DPS so that it is reflected on DD Form 1299
  - Member and Spouse Pro Gear must be annotated on inventories and weighed separately from each other and the rest of the household goods
- Items not declared and/or documented as Pro Gear will be included in the overall weight allowance
- View a list of items that can/cannot be declared as Pro Gear at:  
[https://www.navsup.navy.mil/public/navsup/hhg/pov/professional\\_gear/](https://www.navsup.navy.mil/public/navsup/hhg/pov/professional_gear/)

## What Can/Cannot Be Shipped

YES

- Professional Books, Papers & Equipment (PBP&E aka Pro Gear)
- Spare vehicle parts
- Motorcycles, mopeds, hang glider, golf cart or snowmobile
- Boats/other personal watercraft (i.e. jet ski, canoe, dinghy, kayak, etc.)
- Utility trailer (size restrictions apply)

NO

- Weapons, including:
  - Guns (including toy guns that look like weapons)
  - Paintball guns
  - Knives (other than kitchen knives)
  - Body Armor
  - Swords (including ceremonial swords)
- Ammunition
- Alcoholic Beverages (some countries DO allow)
- Remote Control Toys (including cars, planes, drones, etc.)
- Hazardous articles (explosives, flammable/corrosive materials, poisons, propane gas tanks, etc.)
- Some countries also restrict:
  - Gambling items (poker chips, gaming devices, etc.)
  - Pornographic materials

- The JTR states that the shipment of alcoholic beverages as HHG must conform to 27 USC §122.



*Sec. 122. - Shipments into States for possession or sale in violation of State law. The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind from one State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any manner used, either in the original package or otherwise, in violation of any law of such State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, is prohibited.*

- The following website contain additional information on the importation of alcoholic beverage into the US:

<http://www.wineinstitute.org>

[https://www.ttb.gov/importers/personal\\_importation.shtml](https://www.ttb.gov/importers/personal_importation.shtml)

<http://www.ttb.gov/wine/state-ABC.shtml>



## Can I Ship My Car?

- Per Joint Travel Regulations (JTR) 052901, members with PCS orders within CONUS are only authorized transportation of a Personally Owned Vehicle (POV) if:
  - There is a change in ships homeport – if this applies, member arranges transport with their Admin
  - Member is physically unable to drive (***note: this does NOT apply to dependents***) – if this applies, member must obtain supporting documents from their attending physician that certifies the reason why member cannot drive. Request and supporting documents (orders, physician letter, POV registration, etc.) are submitted to the local Personal Property Office.
  - There is insufficient time for member to drive and report to the new Permanent Duty Station (PDS) – if this applies, member must obtain authorization from their gaining command. Authorization must be on official Command letterhead, be signed by an O-5 or above and include a valid line of accounting that funds the shipment of the POV. Request and supporting documents (orders, Command letter, POV Registration, etc.) are submitted to the local Personal Property Office.
- Members with PCS orders OCONUS may ship a vehicle to their overseas location however, some countries may have restrictions. Members should consult with their PPO prior to shipping a vehicle overseas.
- “Shipping a POV” booklet:  
[https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_3.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_3.pdf)
- “Storing a POV” booklet:  
[www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_4.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_4.pdf)

## Can I ship my boat?

- Boat shipment & storage expenses are partially reimbursed by the Government and the member bears financial responsibility for any out-of-pocket expenses not paid by the Government.
- Member is responsible for:
  - Preparing the boat for shipment
  - Pay all accessorial service charges (crating & handling costs, removal of antennas, masts, fishing/trolling poles and outriggers)
  - Ensure boat is ready for the TSP on agreed upon pickup date. TSP can charge for any attempted pickup cost
- The JTR authorizes shipment of boats up to a cost not to exceed the amount to move the same weight of HHG
  - Most boats move under a Boat One-Time-Only rate at commercial rates. These rates usually exceed the rate to move a like weight of HHG and excess cost is usually incurred.
- Members are responsible for any excess cost.



- When shipping firearms within CONUS, you must know/comply with local and/or state laws.
- For shipment to overseas locations, you must abide by the laws of the host country.
- Basic rules for shipping firearms:
  - Firearm need to be inoperable by removing bolt, firing pin, trigger assembly and other arming parts
  - Remove all ammunition
  - Ensure firearm information is on inventories: make, model, serial number, unique characteristics and caliber/gauge
- **Member is responsible for compliance with local & state laws regarding registration & possession of firearms.**



## Member Responsibilities - ORIGIN

- You (or your designated agent) must be available on agreed upon pack/pick-up days between 0800 and 1700
- Ensure residence/pick-up location is tidy and free of pests/infestations
- Disconnect all electronics/appliances, defrost and clean fridge/freezers, etc.
- Dispose of unnecessary items
- Take down TVs (to include wall mounts), pictures, curtains, curtain rods and other items that are secured to the walls.
- Remove all property from attics/crawl spaces
- If you have more than one shipment, separate items (i.e. if you have HHG & UB, make sure items are separated from each other so they are not accidentally packed in the wrong shipment)
- Separate Pro Gear (for member and spouse) and ensure that items are marked appropriately on inventories
- Do not leave important paperwork jewelry, medications, etc. unattended. (recommended these items are placed in a locked room or trunk of vehicle)
- Ensure all cartons and loose items have inventory tags and appear on inventory sheets
- Drain all gasoline, oil and water from power equipment (i.e. lawn mowers, etc.)
- For a detailed list of your rights and responsibilities read the “It’s Your Move Booklet” available online at [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf)

## Member Responsibilities - DESTINATION

- Make sure contact information is updated in DPS so that the TSP or PPO can inform you of the status of your shipment
- If possible, be prepared to accept delivery of your property as soon as it arrives. This will eliminate additional handling and reduce the change of loss/damages and unnecessary storage expenses.
- You or your designated agent must be home on agreed upon delivery dates between 0800 and 1700
- You are allowed a “one time placement” of household goods
- Check each item off the inventory list; make sure you receive ALL your property
- If you discover loss and/or damages at the time of delivery, list by appropriate inventory number on the ***Joint Statement of Loss/Damage at Delivery*** form

## TSP Responsibilities - ORIGIN

- At Origin:
  - Conduct Pre-Move Survey no later than 10 before scheduled pickup.
  - Begin pack/pickup between 0800 and 1700.
  - Protect appliances against damage while in transit.
  - Use new, clean packing materials for linen, clothing & bedding. Use new or like-new packing materials for all other items.
  - Pack mirrors, pictures, and glass tabletops in specially designed cartons.
  - Wrap and protect all finished surfaces; use furniture pads.
  - Pack Pro Gear in separate boxes, mark as Pro Gear, weigh separately and list on inventory (M-PRO/S-PRO).
  - Put all nuts, bolts & screws in a bag and attach securely to item.
  - Prepare accurate legible inventory.
- For a complete detailed list, read the “It’s Your Move” booklet available online at: [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf).

- At Destination:
  - Begin delivery between 0800 and 1700.
  - Perform a one-time placement.
  - Unpack/unwrap all cartons, boxes & crates.
  - Place each item or carton in the room indicated.
  - Assemble all furniture and equipment that was disassembled at origin.
  - Remove packing and blocking from appliances (TSP is NOT required to connect appliances)
  - Provide a written record of any loss/damages at delivery. You or your agent and the delivery TSP **must** sign this form and provide you with a copy.
- If unpacking is waived at the time of delivery, the TSP is NOT required to return later to unpack or remove packing materials.

- SIT is temporary storage that may be authorized at origin, destination or any location en route
- Member is authorized 90 days of SIT
- Member can request an extension of SIT for up to an additional 90 days
  - Extensions are approved on a case-by-case basis by the responsible PPO
  - Member submits the request in DPS and also provides PPO a signed DD Form 1857
- If shipment placed into SIT, member schedules delivery directly with the assigned TSP

## DPS Claims for Loss/Damages

- The TSP **MUST** mark your shipment as “delivered complete” status before you can start the claim process.
  - If it has been more than a week after delivery, contact your local Personal Property Office for assistance.
- If property is lost or damaged, claim is filed directly with the TSP through your DPS move application.
- For Full Replacement Value or like item:
  - Member has 75 days to initially notify the TSP that a claim will be done
  - Member has 9 months to complete the claims the process
- At any time during the process all or part of the claim may be turned over to the Military Claims Office (MCO).
  - How to reach the MCO: [Navy Claims \(0800 – 1600 ET M-F\)](#)
  - [Phone: DSN: 564-3310](#)  
[Comm: 757/440-6315](#)  
[Toll: 888/897-8217](#)  
[Email: norfolkclaims@us.navy.mil](#)  
[Website: http://www.jag.navy.mil/organization/code\\_15.htm](#)
- TSP may offer quick claim settlement.
- TSP is responsible for obtaining repair estimates.
- Member and TSP negotiate settlement through DPS
  - TSP must pay, deny or offer to settle a final claim within 60 days of receipt of completed DPS claim.



- What is the CSS?
  - Consists of 6 questions
  - Rates the Transportation Service Provider (TSP)
- Why is it important?
  - Ensures only quality movers are assigned to ship household goods
- How do I complete my CSS?
  - Link and phone number provided in DPS email after shipment has been completed

- NAVSUP Household Goods Webpage: [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)
- DOD Household Goods Portal: <https://dps.move.mil/cust/standard/user/home.xhtml>
- POV Locator: <https://pcsmypov.com/>
- Shipping a POV: [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_3.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_3.pdf)
- Storing a POV: [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_4.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_4.pdf)
- Personal Property Office Locator: <https://installations.militaryonesource.mil/view-all>
- Weight Scale Locator: <http://www.move.mil/resources/locator-maps>
- Weight Estimator Form: <https://www.ustranscom.mil/dp3/weightestimator.cfm>
- “It’s Your Move” booklet (Military): [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf)
- “It’s Your Move” booklet (Civilian):
  - [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_att\\_A-k\\_2.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_2.pdf)

## For additional information or assistance:

Navy HHG Webpage: [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)

Social Media:



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



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



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