

1 INTRODUCTION TO DPS SELF-COUNSELING

This user guide covers the Defense Personal Property System (DPS) Self-Counseling module for Department of Defense (DoD) Customers. DPS Self-Counseling allows DoD Customers who are relocated to a new duty assignment to prepare shipment applications online rather than visiting a Counseling Office in person. Counselors use DPS to review, validate, and approve applications submitted by DoD Customers. DPS Self-Counseling reduces the need for Counseling Offices and Counselors to collect information directly from Customers. However, for the majority of shipments, Counselors will continue to offer assistance as needed.

Customers may begin the Self-Counseling process at any time after receiving their travel orders. DPS guides the Customer through the data entry process as the data is entered. The end result of the Self-Counseling process is one or more completed shipment applications that are directed to the responsible Counseling Office for review, validation and approval.

While DPS streamlines the exchange of information between the Customer and the Counselor, the Self-Counseling module does not eliminate walk-in counseling. There are some circumstances in which the customer is encouraged to contact a Counseling Office, such as when a customer is retiring or separating from active duty. DPS also provides a collection of online resources to the Customer with additional entitlement information and helpful tools to use throughout the application process.

1.1 CUSTOMER ROLE IN SELF-COUNSELING PROCESS

Customer activities in the Self-Counseling module include the following:

- Create a User ID (login) and password in the Electronic Transportation Acquisition (ETA) System
- Log in to DPS and review information displayed on the DPS Home Page
- Log in to the Self-Counseling module to create a Personal Profile and start the application process
- Enter Orders Information and create shipments
- Review entitlement information and customer responsibilities
- Review Shipment and Entitlement Summary information
- Submit the Application to the Counseling Office and print associated forms

1.2 COUNSELOR ROLE IN COUNSELING PROCESS

Counselor activities in the Counseling module include the following:

- Retrieve customer shipment applications from the work queue
- Review and validate information customers enter in self-counseling
- Review each application and contact the Customer if any information requires clarification
- Validate and approve applications, which are forwarded to the Transportation Operational Personal Property Standard System (TOPS) or DPS Shipment Management for routing and booking by a Personal Property Shipping Office (PPSO) Outbound user

1.3 READ-ONLY ROLES IN SELF-COUNSELING

The following authorized read-only users may review Customer and Counseling information that is within their Area of Responsibility (AOR).

- Military Surface Deployment And Distribution Command (SDDC) Managers
- SDDC Pacific Managers
- SDDC Europe Managers
- SDDC Trouble Call
- PPSO Outbound
- PPSO Inbound
- PPSO Transportation Officer
- Service Headquarters (HQ) User.

1.4 DPS REQUIREMENTS

Listed below are the minimum supported system requirements for DPS. DPS is a web-based program and while other browsers and operating systems that are not listed below may provide some DPS functionality, the listed configurations are the only ones tested and supported by DPS.

System	- Processor Speed of 300Mhz -128 MB of RAM - Internet access (connection of at least 56.6k for dial up connection)
Browser	- Vista with Internet Explorer (IE)7/IE8: YES (must turn off popup blocker) - XP with IE7/IE8: YES (must turn off popup blocker) - XP with IE6: YES - Windows 7 with IE7/IE8 - YES (must turn off popup blocker) - Windows 7 with IE6: NO - Macintosh or Mac VM for OS X Linus VM: Undetermined; DPS has not been tested for Macintosh compatibility. - Firefox 3.6.3: NO Chrome 5.0: NO Safari 4 - NO
Multimedia	- Screen resolution to 1024 X 768 - Allow pop-ups before launching multimedia modules

Note: To allow your IE web browser to trust the identity of the DPS website, you can download and install DoD root certificates. Installing certificates is not required; however, it will help you to avoid Security Alert messages when using DPS and other DoD websites.

Table 1-1 shows icons that are used in the DPS Self-Counseling module.












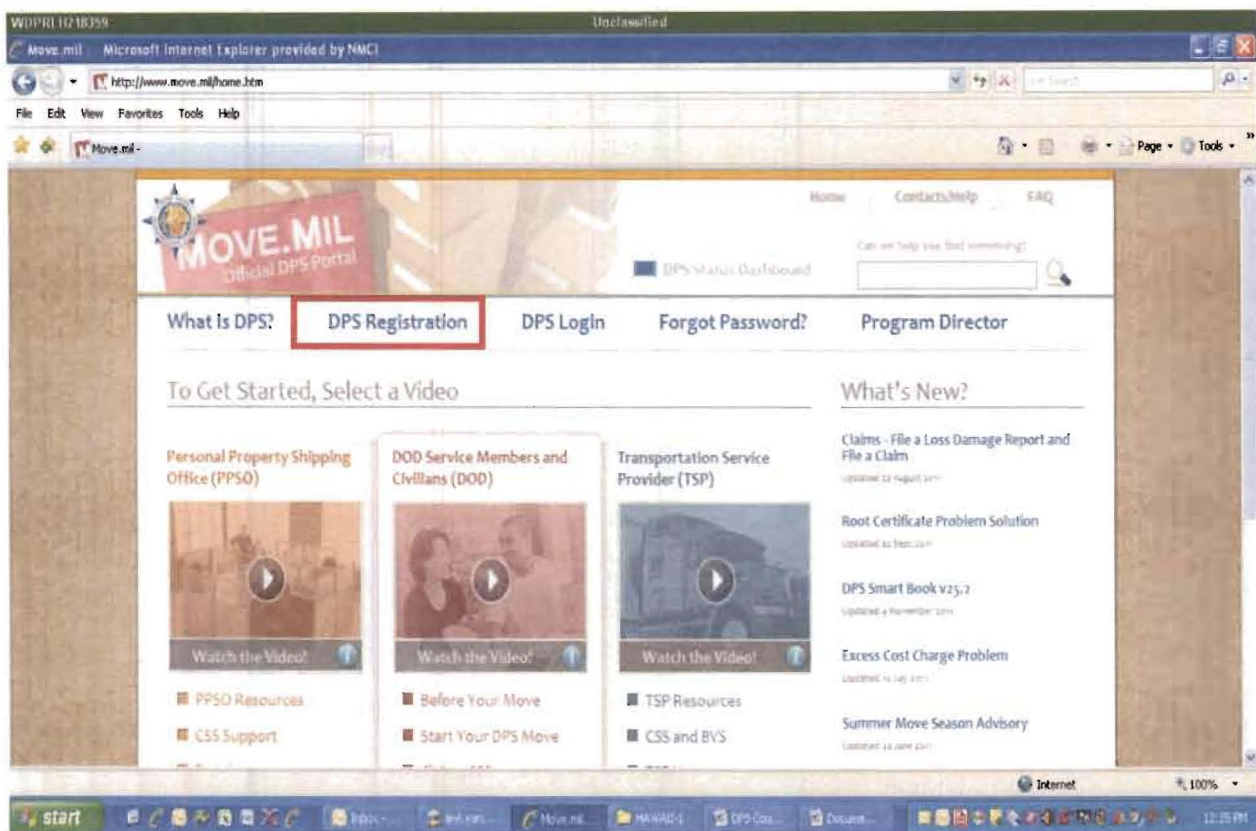
Icons	
	Info —View detailed information for the adjacent row in a pop-up window.
	Edit —Edit entries.
	Delete —Delete entries.
	Calendar —Select a date and time in a pop-up calendar.
	Address Lookup —Insert address/location information.
	Delete Address —Delete a defined address.
	Add —Add selected item(s).
	Remove —Remove selected item(s).
	Bullet —Mark the section to make a selection.
	Print —Print the current page.
*	Asterisk —Fields denoted with an asterisk (*) are required.
	Warning —Indicates a page requires item correction or a field is missing information.

Table 1-1. Icon List



2 Access DPS Self-Counseling

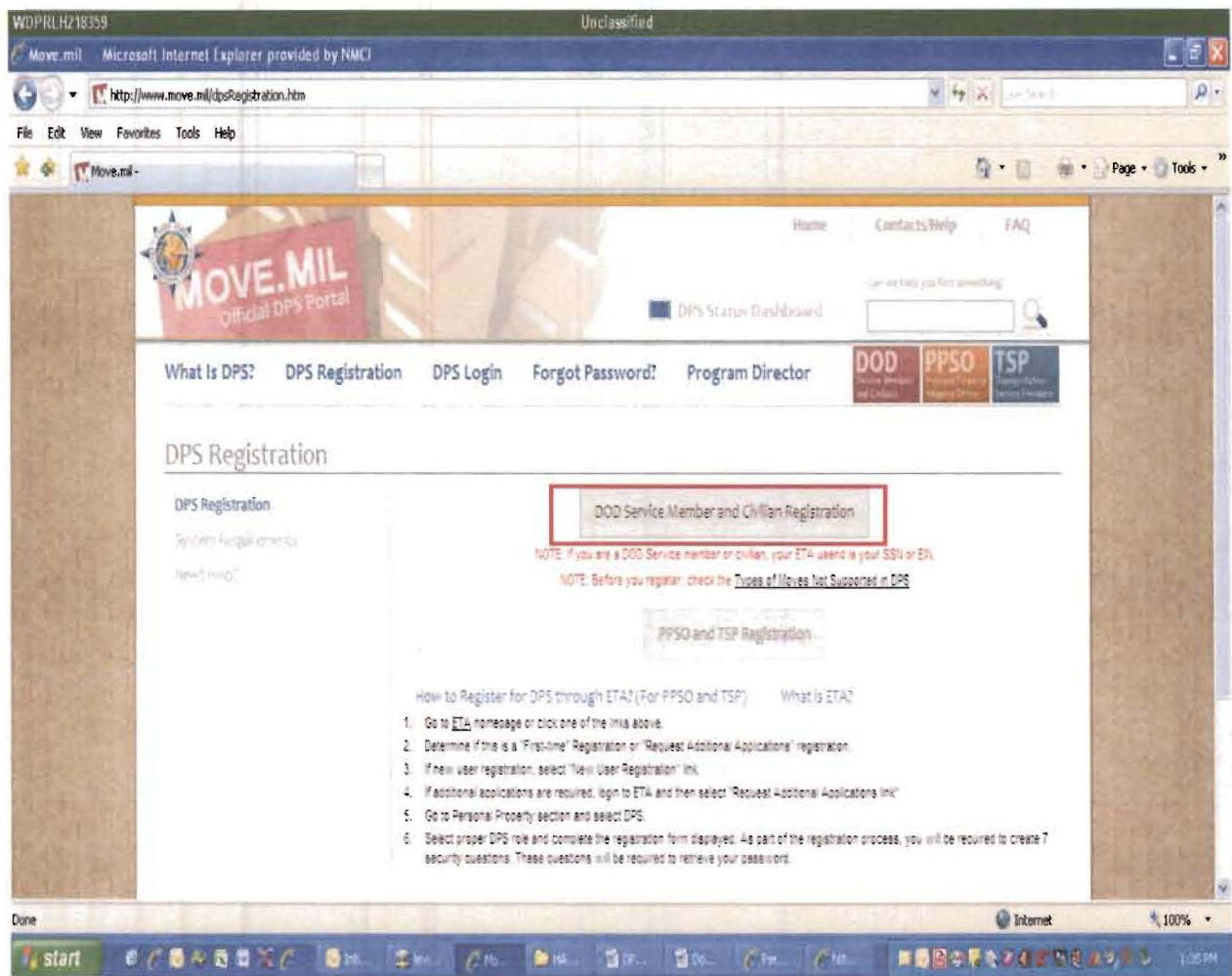
This section provides instructions on how to access the Defense Personal Property System (DPS).

2.1 ACQUIRING ACCESS TO DPS

DoD Customers must obtain access rights to the DPS system to begin the Self-Counseling process. Access to DPS is administered by SDDC through the ETA system—the SDDC's centralized portal that controls access to many of their online systems. Visit <http://www.move.mil> for instructions on how to obtain a User ID and password to access DPS.

Open a browser and enter <http://www.move.mil> in the address field.

In the top left side of the page, click the DPS Registration link to continue to the DoD Customer Registration page.



Click DoD Service Member and Civilian Registration.

ETA Electronic Transportation Acquisition

Defense Personal Property System (DPS) - DOD Customer Registration

If you have a DPS account already, you may log on to DPS.
Forgot password?

Due to the high volume of new account requests, please allow up to 6 hours for this account to be activated.

Social Security Number
(Coast Guard, use EIN)

Re-Enter Social Security Number
(Coast Guard, use EIN)

First Name

Last Name

Phone Number

Email Address

Branch of Service -Select Service-

Please select 5 different questions and provide responses.

-- Select a question --
Answer:

-- Select a question --
Answer:

-- Select a question --
Answer:

-- Select a question --
Answer:

-- Select a question --
Answer:

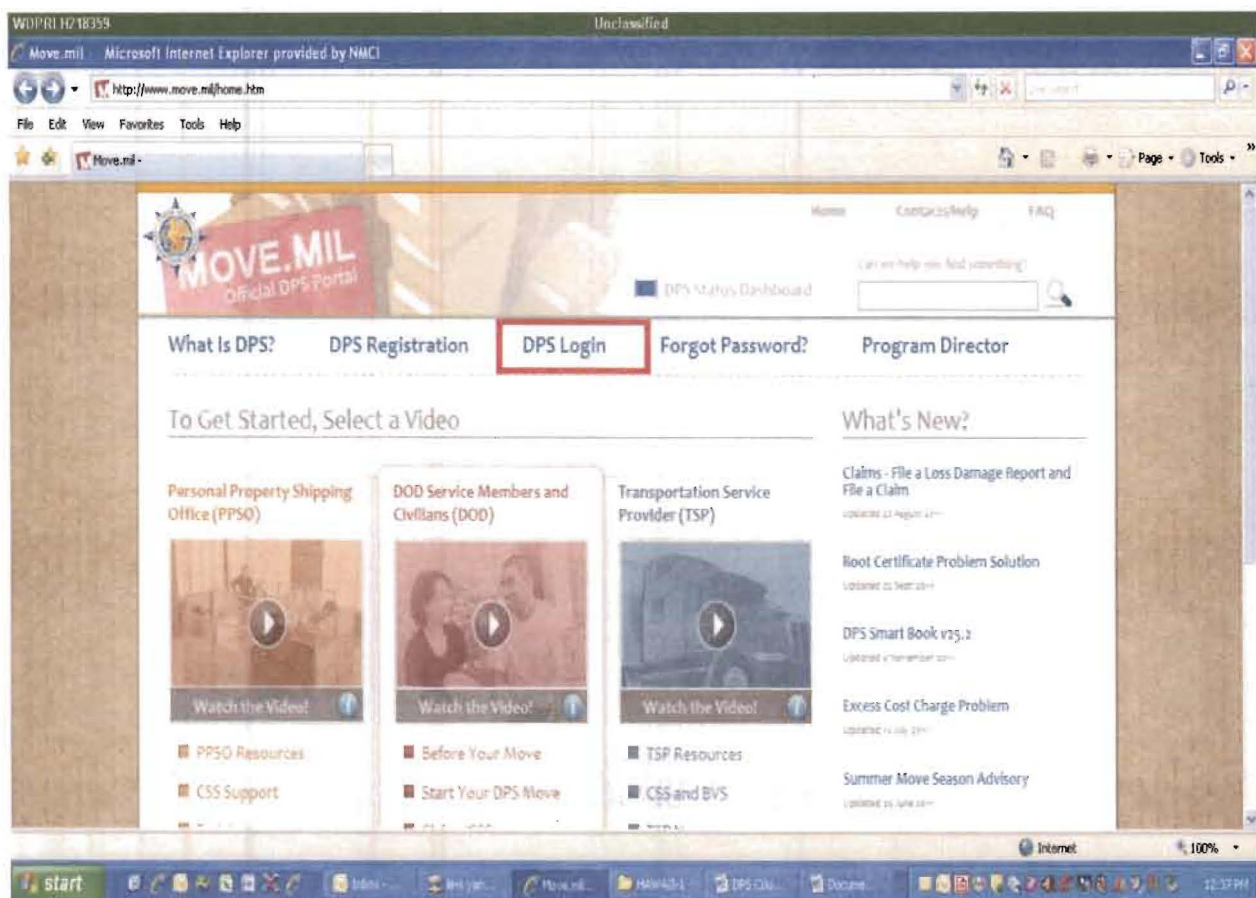
Submit Reset

SDDC...Global Surface Transportation Experts...
Committed * Dependable * Relentless

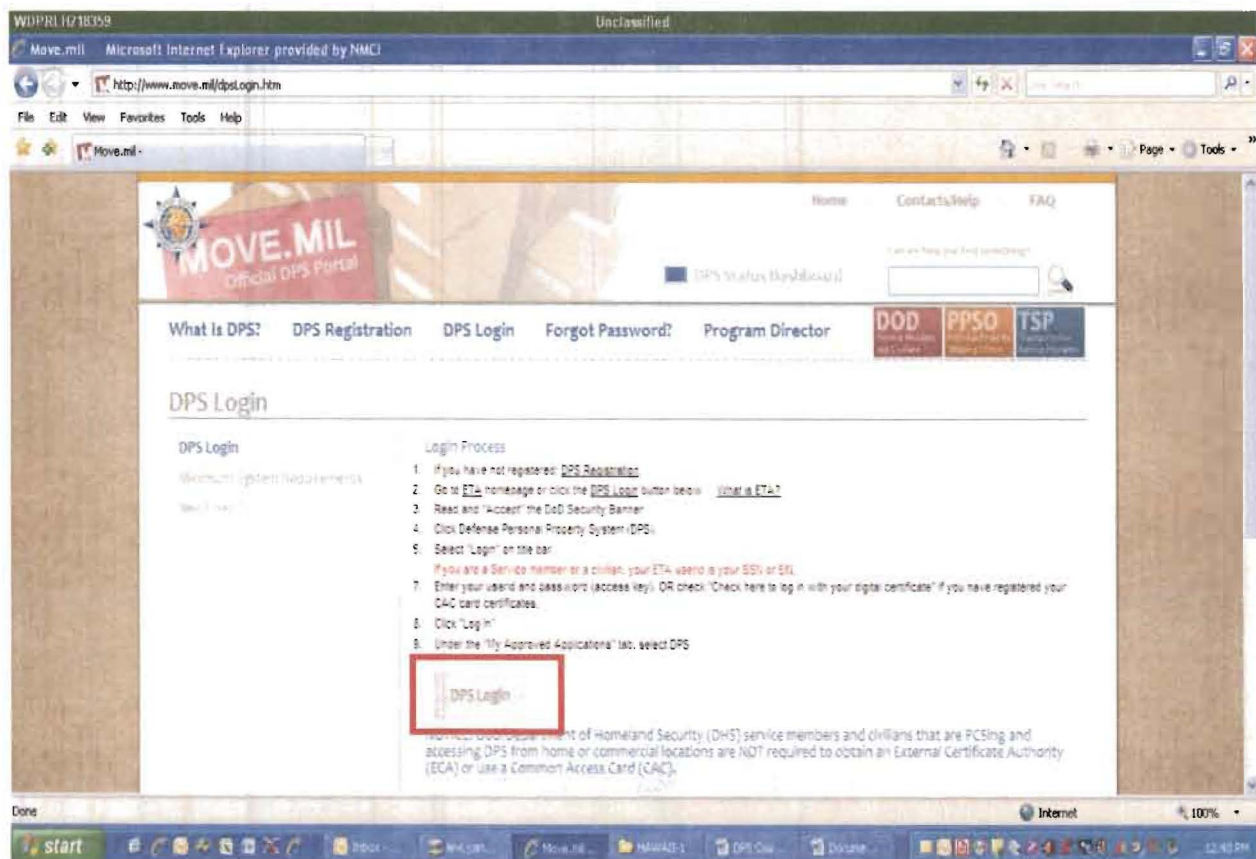
Figure 2-3. DoD Customer Registration Page

Enter identification and contact information (Social Security Number, Name, Phone Number, Email Address) to begin the registration process. Select a Branch of Service from the drop-down menu, and then select five security questions and enter responses. Click the **Submit** button to activate your account.

Once the account is activated, return to the www.move.mil site (Figure 2-4).



Click the **DPS Login** button to view the system requirements.



Click the **DPS Login** button to access the ETA portal.

Figure 2-6. ETA Log In

On the ETA Log In page, select the check box to acknowledge that you have read the terms and conditions for logging into ETA. Then, enter a valid User ID and password in the appropriate fields and click the **Log in** button to gain access to the DPS site. Customers can also log in with a digital certificate or smart card by using the *Click here to log in with your digital certificate* link.

After entering the required information, click the **Log in** button to access the ETA verification page (**Error! Reference source not found.**).

2.2 DPS HOME PAGE

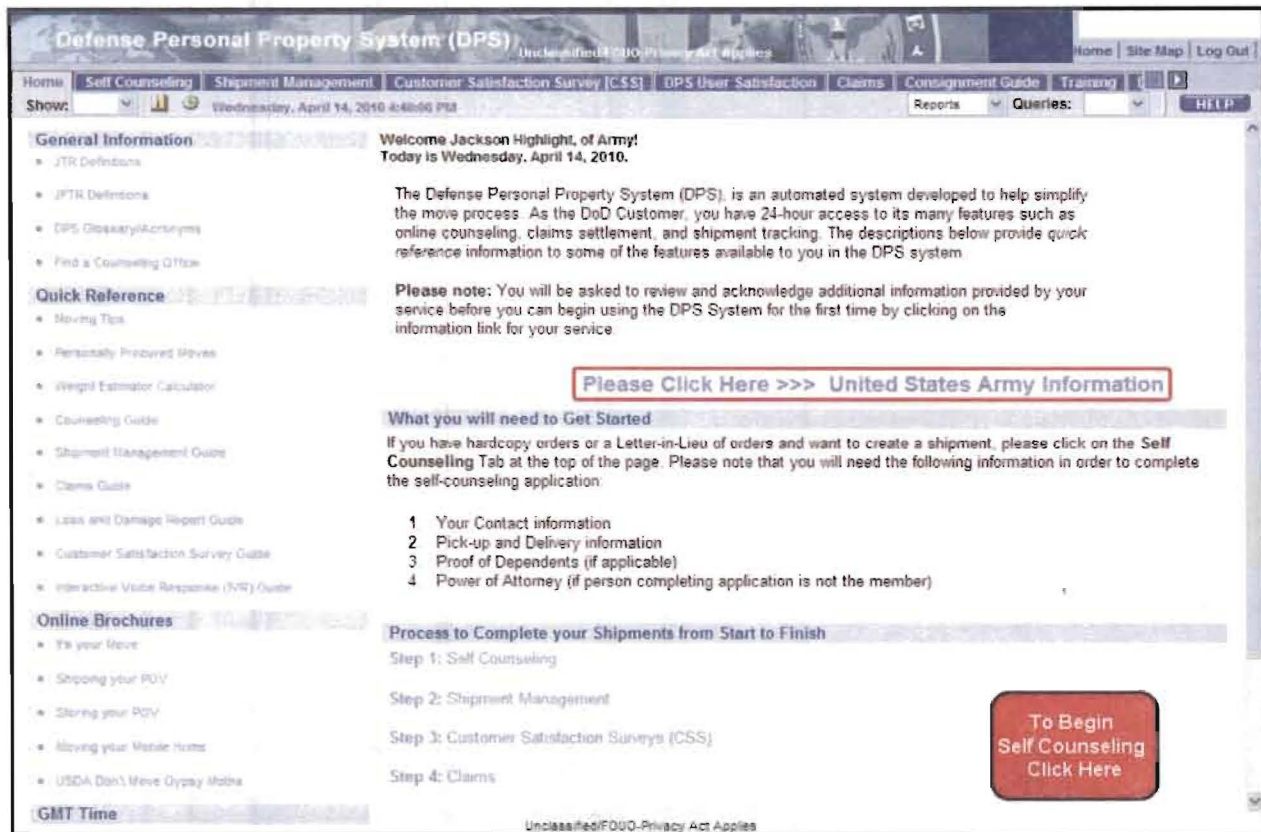


Figure 2-8. DPS Home Page

To begin using DPS, click the *United States <Branch of Service> Information* link to review and acknowledge any related information. This is a required step in the self counseling process. After reviewing the branch web site, exit the site and allow the DPS Home page to refresh (Figure 2-9).

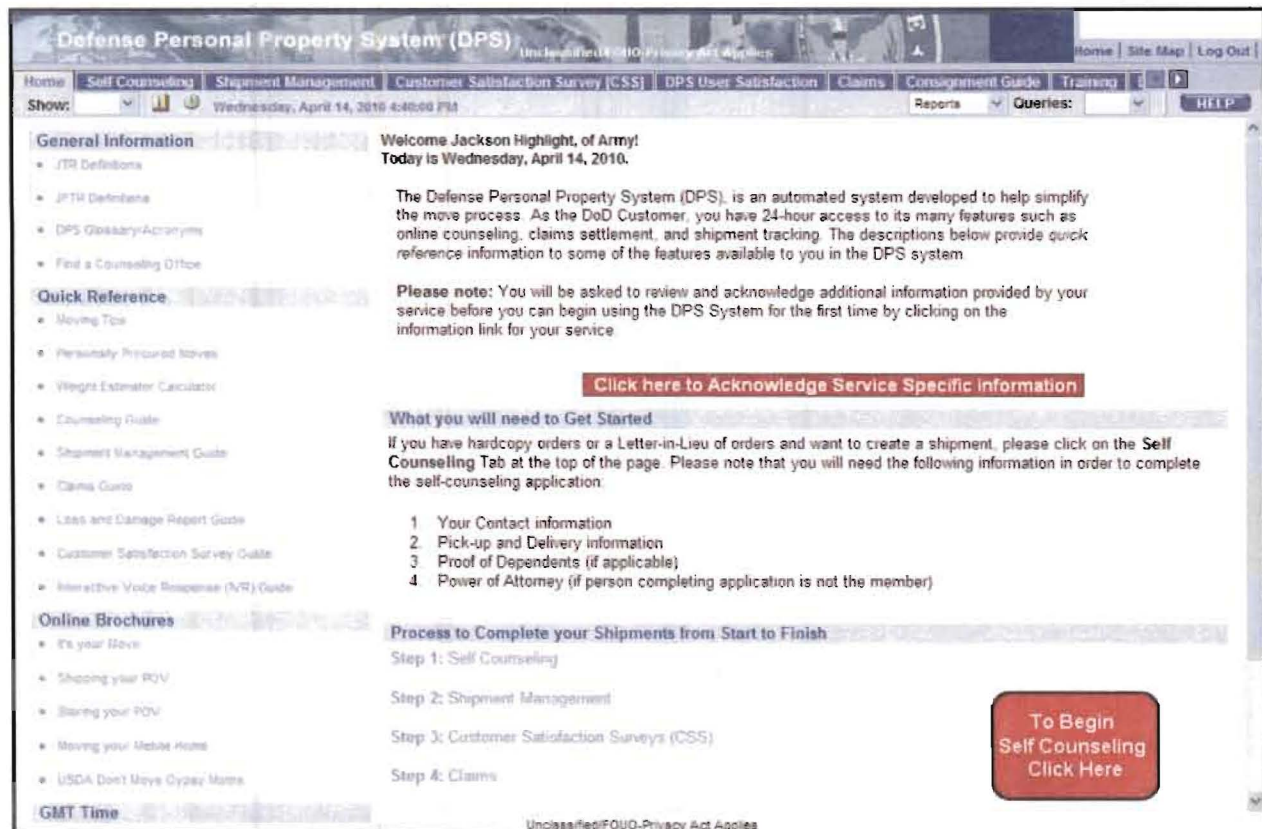


Figure 2-9. Acknowledgement of Service Information

To continue, you must click the **Click here to Acknowledge Service Specific Information** button. Then, click the **To Begin Self Counseling Click Here** button to access the Counseling Home page (Figure 2-10).

2.3 COUNSELING HOME PAGE

First time users are presented with a Counseling Home page that lists the six steps used to create and submit a shipment application. New users are required to create a Personal Profile before creating a shipment (see section 4.1.1 of this document). After the profile is complete, DPS presents the Rank and Hard Copy orders page (see section 4.2.1 of this document). After completing the Personal Profile, the welcome page is replaced by the My Orders queue that provides access to shipment information (see Figure 7-1).

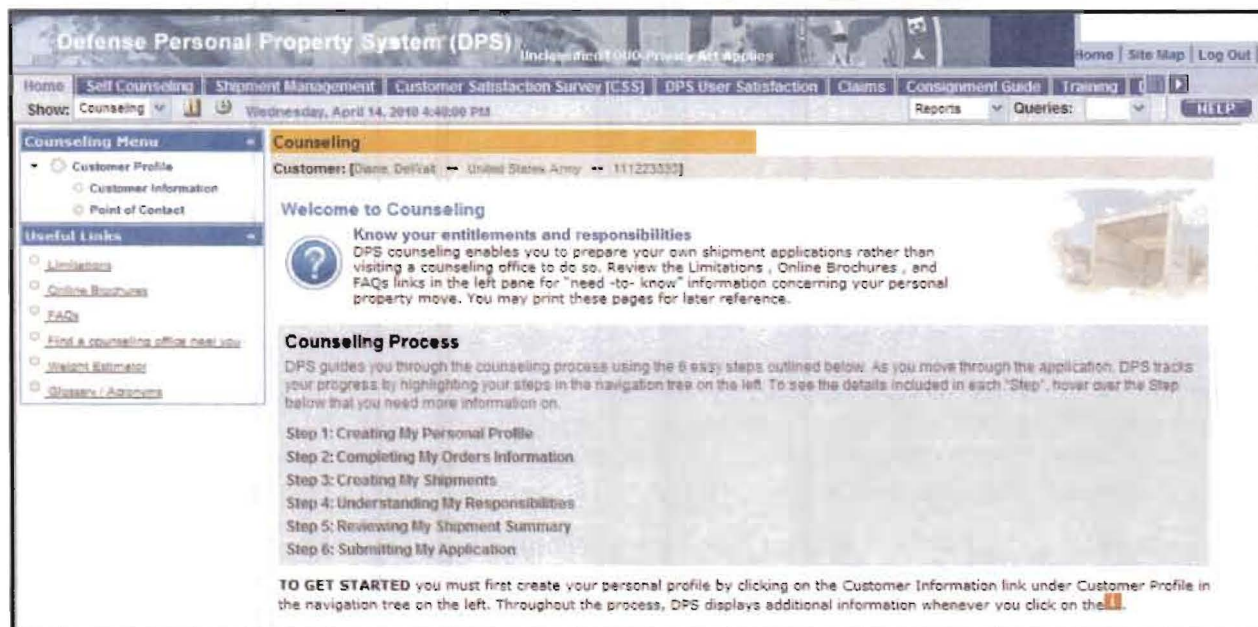


Figure 2-10. Counseling Home Page

The “Know your entitlements and responsibilities” section urges you to review specific information accessed from the “Useful Links” menu, which is located on the left side of the page. The *Limitations*, *Online Brochures*, *Frequently Asked Questions (FAQs)*, and *Glossary/Acronyms* links provide access to reference information used to support a move. These references are described in Section 3 of this guide.

The welcome page includes a section titled “Counseling Process” that lists the six steps used to complete the application process. Users can enter, review, and change orders and shipment information at any time before submitting a shipment application to the responsible Counseling Office. To view a brief description of a listed step, point your cursor over it.

3 ONLINE INFORMATION TO PREPARE FOR YOUR MOVE

The Useful Links menu in the left navigation bar provides access to additional entitlement information and other tools, including:

- *Limitations*—A list of items that either cannot be moved or are subject to special considerations
- *Online Brochures*—Portable Document Format (PDF) versions of various brochures designed to help customers understand the move process
- *FAQs*—A list of frequently asked questions and answers about the DPS and Self-Counseling process
- *Find a counseling office near you*—A tool used to search for the nearest Counseling Office
- *Weight Estimator*—A tool used to determine the estimated weight of personal property in a shipment
- *Glossary/Acronyms*—Defines terms commonly used in the transportation of personal property.

3.1 LIMITATIONS PAGE

Click the *Limitations* link to view information about restrictions, regulations and other considerations associated with a personal property shipment. This page also includes a table that displays weight entitlement based on rank/pay grade.

3.2 ONLINE BROCHURES PAGE

Click the *Online Brochures* link to access PDF versions of publications related to shipping your personal property. Brochures address the following topics:

- **It's Your Move** addresses entitlements and responsibilities during and after a DoD move
- **Shipping Your POV** is an overview on how to properly ship a Privately Owned Vehicle (POV)
- **Storing Your POV** offers instruction for preparing a POV for long-term storage
- **Moving Your Mobile Home** explains entitlements and responsibilities for moving mobile homes
- **USDA Don't Move Gypsy Moth** contains information regarding the spread of Gypsy Moths.

Brochures appear in a new window in Adobe® Acrobat Reader® format (**Note:** download the Adobe® Acrobat Reader® application at www.adobe.com). Use Acrobat Reader functions to view, search, save, and print material in any of the listed brochures.

3.3 FAQs PAGE

Click the *FAQs* link to access answers to the most frequently asked questions users have regarding Self-Counseling and issues associated with the move process.

3.4 FIND A COUNSELING OFFICE NEAR YOU

Click the *Find a Counseling Office Near You* link. A new browser window appears (Figure 3-1). This page allows you to identify the nearest Counseling Office and populate the **City**, **State**, and **Zip Code** fields associated with a current location.

Counseling Office ID	Counseling Office Name	Address
VA12561	CLZK Office	FLC FAIRFAX, VIRGINIA, 22033 UNITED STATES
FL12634	CLPK Counseling Office	45345 Main Ave MIAMI, FLORIDA, 33139 UNITED STATES

Figure 3-1. Find a Counseling Office Page

First indicate whether the location is within the Continental United States (CONUS) or Outside the Continental United States (OCONUS). Then, enter the first four letters of a city name in the **Select City** field. DPS will display a list of cities.

Note: If a City Name is less than four letters long (e.g., Fox or Ada), append a space or comma to generate a drop-down list.

Select the appropriate City and DPS will populate the **County**, **State**, and **Zip** fields. After selecting a city, click the **Find** button to identify the nearest Counseling Office.

3.5 WEIGHT ESTIMATOR

Use the *Weight Estimator* link to estimate the weight of personal property items. Select the check box to indicate that you have read the disclaimer and then click the **Show Estimator** button to view the form.

Weight Estimator - Windows Internet Explorer

☒ Click here to acknowledge that you have read the above disclaimer

Show Estimator

Instructions:

Enter the quantity of each item listed below. Please note that certain fields are *italicized*, which means you should enter the **total number of pounds** for that object rather than the number of pieces.

The number in parentheses next to each item denotes the standard weight in pounds for the specific item, based on transportation industry standards. If you know your item weighs more than the denoted weight, enter the difference in one of the **'additional pounds'** fields.

As you update the fields in the weight estimator, the weights will automatically be recalculated and displayed. The weight estimator will enable you to estimate the weight for each room as well as the entire shipment.

THIS IS AN ESTIMATE ONLY!

Appliances

Enter a quantity in each field. For items in *italics*, enter weight in pounds.

Additional Pounds of Appliances (1)	<input type="text"/>	AC (Window) (140)	<input type="text"/>	Dehumidifier (70)	<input type="text"/>
Dishwasher (140)	<input type="text"/>	Dryer (175)	<input type="text"/>	Freezer (15 CU or Less) (315)	<input type="text"/>
Microwave (70)	<input type="text"/>	Mini-Refrigerator (70)	<input type="text"/>	Range (210)	<input type="text"/>
Refrigerator (10 CU or Less) (315)	<input type="text"/>	Refrigerator (11 CU or More) (420)	<input type="text"/>	Trash Compactor (140)	<input type="text"/>
Total estimated weight for Appliances	<input type="text" value="0"/>				Total estimated weight of shipment (excluding PDP&E):
					<input type="text" value="0"/>

Bedroom(s)

Enter a quantity in each field. For items in *italics*, enter weight in pounds.

Additional Pounds in Bedroom (1)	<input type="text"/>	Armoire (210)	<input type="text"/>	Bed (Bunk Set (2)) (490)	<input type="text"/>
Bed (Double/Full) (420)	<input type="text"/>	Bed (Hideaway) (280)	<input type="text"/>	Bed (King) (490)	<input type="text"/>

↓

GO

Figure 3-2. Weight Estimator Form

To complete the form, enter the number of items or weight values in each of the following categories:

- Appliances
- Dining Room
- Living/Family Room(s)
- Nursery
- Bedroom(s)
- Kitchen
- Miscellaneous
- Porch Outdoor Furniture and Equipment.

At the bottom of the form, click the **Go** button to generate an estimate. This number is used to determine if a shipment is covered by entitlements or if there may be any additional expenses.

3.6 GLOSSARY/ACRONYMS

Click the *Glossary/Acronyms* link to view definitions for terms frequently used in DPS and during the relocation process. Refer to this page at any time to learn how terms are used throughout the application. Use the *Click Here for ACRONYMS list* link in the upper right corner of the page to view definitions.

4 ENTER PROFILE AND ORDERS INFORMATION

This section explains how to create a personal profile and enter order information prior to creating a shipment application.

4.1 CREATE MY PERSONAL PROFILE (COUNSELING HOME PAGE)

Figure 4-1 illustrates the Counseling Home page presented when a Customer accesses the Self-Counseling module for the first time. This Welcome page lists the six steps needed to complete a shipment application in the order they are completed. After a personal profile is created, the welcome page is replaced by a shipment queue that provides access to order and shipment information.

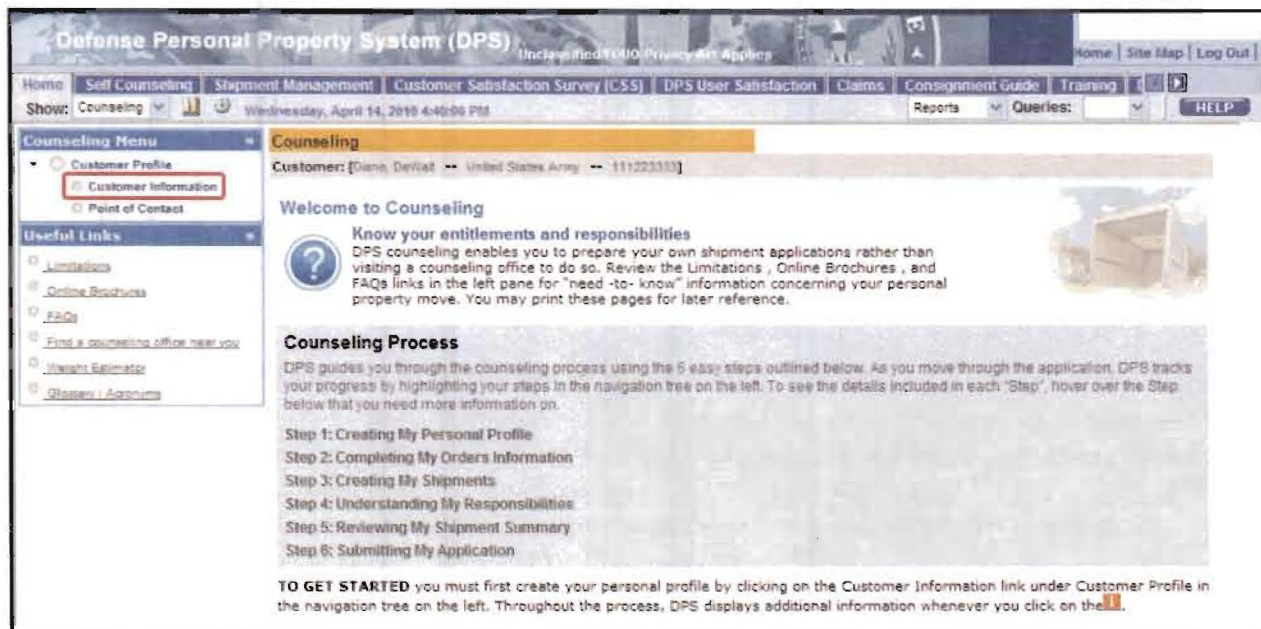


Figure 4-1. Counseling Home Page

Click the Customer Information link in the left navigation bar to access the Customer Information page (Figure 4-2).

4.1.1 Customer Information

Defense Personal Property System (DPS)

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

Show: Counseling | Wednesday, April 14, 2010 4:40:00 PM | Reports | Queries: | HELP

Counseling Menu

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

Useful Links

- Limitations
- Online Brochures
- F&Qs
- Find a counseling office near you
- Weight Estimator
- Disclaimers / Agreements

Customer Information

Customer: [Diane, DeVas] -- United States Army -- 1112215531

So that you can be reached during your move, please use the area below to provide accurate contact data, to include email addresses. Your contact information can be updated at any time. Once your shipment(s) have been delivered, you will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality customer service.

Customer Information

*Branch Of Service: United States Army

*Personnel Status: Military

*Primary Phone Number: 444-555-6666

Secondary Phone Number:

*Primary Email: dwttr@gmail.com

Secondary Email:

Permanent Contact Address

*Address Line 1: 4400 Green Hill

Address Line 2:

Location

☒ CONUS (U.S.) ☐ OCONUS (Non U.S.)

Select City: TYLER, SMITH COUNTY, TX, 75704

City: TYLER

County: SMITH

State: TEXAS

Zip: 75708

If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-463-2176 or DSH: 770-7332.

<< Previous Next >>

Figure 4-2. Customer Information Page

Provide values and selections for all applicable fields on the Customer Information page. Fields marked with an asterisk (*) are required and must be completed in order to proceed.

The Customer Information page captures the following information:

- **Branch of Service.** The assigned branch is automatically populated and read-only
- **Personnel Status.** Indicate if you are a military or civilian customer
- **Primary and Secondary Phone Number and Email.** Enter contact information
- **Permanent Contact Address.** Enter an address that can always be used for contact purposes

In the Location area of this page, select the CONUS (U.S.) or OCONUS (Non-U.S.) option button and enter the first four letters of a city name. Select a city from the resulting drop-down list to populate the **City, County, State, and Zip** fields.

Note: If a City Name is less than four letters long (e.g., Fox or Ada), append a space or comma to generate a drop-down list.

Click the **Next** button at the bottom of the page after completing the required fields to access the Point of Contact page (Figure 4-3).

4.1.2 Point of Contact

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | HELP

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

- Customer Profile
- Customer Information
- Point of Contact**

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Website Estimates
- Shipment / Approvals

Point of Contact

Customer: [Dane, DeWalt] -- United States Army -- 11122333

Please identify at least one personal contact who will know how to reach you at origin, while in-transit, or at your new destination and would be willing to accept inquiries from your TSP if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney /Letter of Authorization).

Please click on the **Add Contact** button to add additional contacts to your profile.

No Additional point of contact information found.

Add Contact

☐ I acknowledged that I have no point of contacts.

<< Previous Next >>

Figure 4-3. Point of Contact Page

The Point of Contact page is used to define a personal contact or select a check box to indicate you have no point of contact. Click the **Add Contact** button to access the page used to enter point of contact information (Figure 4-4). To proceed to the Rank & Hardcopy Orders page without a point of contact, select the check box and click the **Next** button.

The Add/Update Contact pop-up window (Figure 4-4) is used to enter and update detailed point of contact information. This information is used when entering pick-up and delivery agents, Power of Attorney (POA), and/or a Letter of Authorization (LOA) for a shipment.

Note: To add a contact at any time, click the Point of Contact link in the Counseling Menu. You can add up to ten points of contact.

Defense Personal Property System

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | HELP

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Add/Update Contact

Customer: [Dane, DeWalt]

First Name: Jane

Middle Initial:

Last Name: Doe

Primary Phone: 309-555-1212 FORMAT: xxx-xxx-xxxx for Domestic

Primary Phone Ext:

Secondary Phone:

Secondary Phone Ext:

Primary Email: janedoe@usa.gov FORMAT: john.doe@usa.gov

Secondary Email:

Power of Attorney?: ☐ Yes ☐ No

Letter of Authorization?: ☐ Yes ☐ No

Save Cancel

Figure 4-4. Add/Update Contact

Provide values and selections for all applicable fields on the Point of Contact page. Fields denoted with an asterisk (*) are required. To proceed to the next page, enter a minimum of a name, email address and phone number. Indicate if the contact will have Power of Attorney or a Letter of Authorization for shipments by selecting the Yes or No option for each.

Defense Personal Property System (DPS)

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DPS displays saved contacts in a table. Click the **Add Contact** button to add another contact or click the **Next** button to proceed to the Rank & Hardcopy Orders page (Figure 4-6).

4.1.3 Editing and Deleting Contacts

Counseling User Guide
DoD Customer Edition

4.2 MY ORDERS

The pages used to enter order information define the options available for any given shipment. Complete the process described in this section before attempting to create a shipment associated with an order.

4.2.1 Rank & Hardcopy Orders

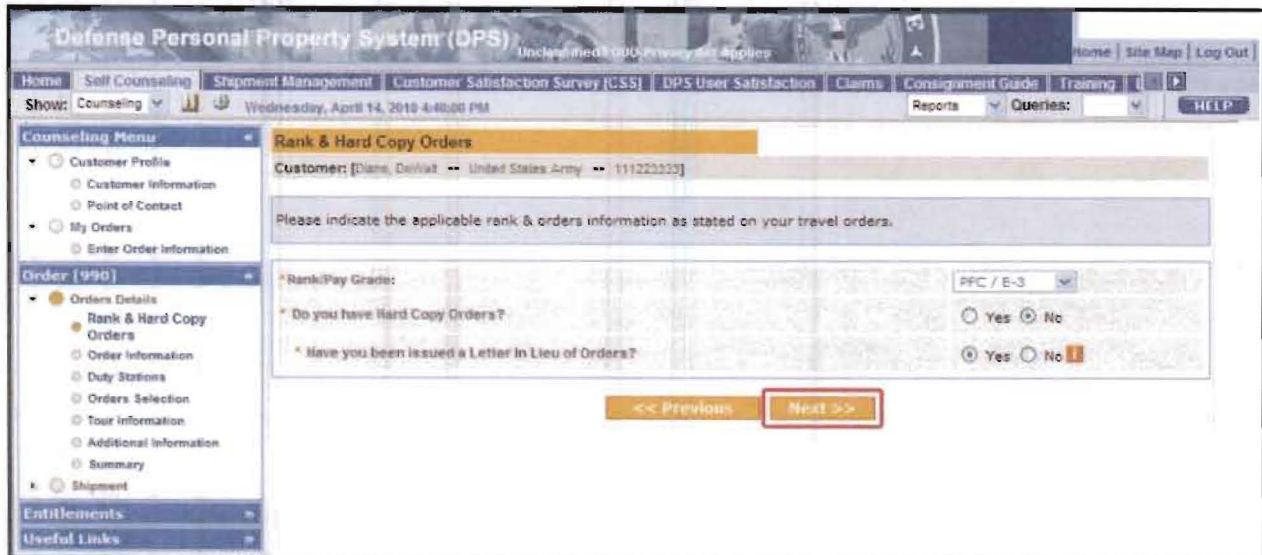


Figure 4-6. Rank & Hardcopy Orders Page

To start entering order information, select the appropriate rank/pay grade from the drop-down menu and indicate whether you have Hard Copy Orders by selecting the Yes or No option button.

If you select “Yes,” click the **Next** button to proceed to the Order Information page (Figure 4-7).

If you select “No,” an option to indicate the use of a Letter in Lieu of Orders is presented. Answer this question by selecting either the Yes or No option.

- If you select “Yes,” click the **Next** button to proceed to the Order Information page (Figure 4-7).
- Customers who select “No” are not allowed to proceed any further until they procure hard copy orders or an official Letter in Lieu of Orders.

Notes:

Government civilians are presented with two additional fields on the Rank & Hardcopy Orders page:

1. If your orders specify a specific weight allowance, enter it here.
2. Is PBP&E authorized? Select a Yes or No option.

If the request is from a member of the **Navy** or **Coast Guard**, another field is used to indicate if there is a **Change of Homeport Certificate**. Answer the question by selecting the Yes or No option. If the No option is selected, click the **Next** button to proceed. If the Yes option is selected, the system presents a Yes/No option to indicate if the Change of Homeport Certificate will be used for this move. If the Yes option is selected, the system presents another option to indicate if the Change of Homeport Certificate is limited. Choose the Yes or No option and click the **Next** button to proceed to the Order Information page (Figure 4-7). If the No option is selected for Hardcopy Orders, and No for Letter of Authorization, and Yes for Change of Homeport, click the **Next** button to continue.

4.2.2 Order Information

The screenshot shows the 'Defense Personal Property System (DPS)' interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DPS User Satisfaction, Claims, Consignment Guide, Training, and Log Out. The left sidebar contains a 'Counseling Menu' with options like Customer Profile, My Orders, and Order Details. The main content area is titled 'Order Information' and shows customer details for 'Diana, Delilah' in the 'United States Army' with ID '111222033'. Below this, there is a section for 'Please indicate the applicable orders information as stated on your travel orders.' The form includes fields for 'Order Number' (990), 'Order Date' (15-Apr-2010), 'Headquarters Issuing Orders', and 'Gaining Unit'. Navigation buttons '<< Previous' and 'Next >>' are located at the bottom of the form.

Figure 4-7. Order Information Page

Provide values and selections for all applicable fields on the Order Information page. Fields denoted with an asterisk (*) are required. Enter an order number and order date to proceed.

Customers may also enter the following information (fields that are not mandatory):

- Headquarters Issuing Orders
- Gaining Unit — If entering orders information for a Local Move, and there is no new Gaining Unit, enter the current unit in the Gaining Unit field.

Click the **Next** button to proceed to the Duty Stations page (Figure 4-8).

4.2.3 Duty Stations

Figure 4-8. Duty Stations Page

On the Duty Stations page, click the **Enter Location** button to identify the current duty station using the Select Duty Station pop-up window (Figure 4-9). Select the CONUS or OCONUS option button and then enter the first four letters of the name of the city housing the current duty station in the **Select City** field. The window refreshes to display a drop-down list of qualifying cities.

Figure 4-9. Select Duty Station

Select a city name to populate the **City**, **County**, **State**, and **Zip** fields (Figure 4-10).

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

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [990]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations**
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Useful Links

Duty Stations

Customer: [Diana, DeWalt] -- United States Army -- 111223333

Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the city to select the location from the drop down list.

Select Duty Station

Location

☒ CONUS (U.S.) ☐ OCONUS (Non U.S.)

Select City: QUANTICO, WICOMICO COUNTY, MD, 21856

Type in the first 4 letters of the city above

City: QUANTICO
County: WICOMICO
State: MARYLAND
Zip: 21856

If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-482-2176 or DSH: 770-7332.

OK Cancel

Figure 4-10. City Information Selected

Click the **OK** button. The Duty Stations page will refresh and display the selected Duty Station (Figure 4-11). Repeat these steps to select a new duty station.

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

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [990]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations**
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Useful Links

Duty Stations

Customer: [Diana, DeWalt] -- United States Army -- 111223333

Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the city to select the location from the drop down list.

Current Duty Station

City: QUANTICO
State: MD
County: WICOMICO
Zip Code: 21856

Enter Location

New Duty Station

City: MIAMI
State: FL
County: MIAMI-DADE
Zip Code: 33110

Enter Location

If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.

<< Previous Next >>

Figure 4-11. Duty Stations Page

After selecting current and new duty stations, click the **Next** button to proceed to the Order Selection page (Figure 4-12).

Note: Members of the **Navy** or **Coast Guard** use options to select **Shore Duty** or **Sea Duty**. For Shore Duty, click the **Enter Location** button, type in the first four letters of the city, and choose a location from the drop-down list. For Sea Duty, choose a Ship Name from the drop-down list. Answer Yes to the "Is this Arduous Duty" question when prompted. Click the **OK** button to proceed.

4.2.4 Order Selection

Defense Personal Property System (DPS)

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Order Selection

Customer: [Diane, DeWalt] -- United States Army -- 111223333

Step 1: Select an Order Type from the drop-down menu below. If you do not see yours listed, select "Various" for more options.
Step 2: Select the appropriate Authorized Order from the list. If the options listed do not appear on your orders, please contact your local Counseling office for assistance.

Order Type:

Local Move
 Permanent Change of Station
 Retirement
 Separation
 Temporary Duty
 Various

The assignment, detail or transfer of a member or unit to a different Permanent Duty Station (PDS) under a competent order that do not specify the duty as temporary, provide for further assignment to a new PDS, or direct return to the old PDS.

Authorized:

☐ PCS with TDY Enroute
☒ Shipment of HHG Permitted

<< Previous Next >>

Figure 4-12. Order Selection Page

In the Order Type section, select a type of order. The page refreshes to display a description of the order type and authorized options. In Figure 4-12, a Permanent Change of Station (PCS) is selected. Those assigned temporary duty (TDY) enroute may select PCS with TDY Enroute option. If the shipment of Household Goods (HHG) is authorized, select the Shipment of HHG Permitted option. Click the **Next** button at the bottom of the page after selecting an Authorized Order to proceed to the Tour Information page (Figure 4-13).

Note: The Authorized Order options vary by type. If you do not find a listed option on your orders, contact a local Counseling Office for assistance.

4.2.5 Tour Information

Defense Personal Property System (DPS)

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM

Customer: [Diane, Deykai] -- United States Army -- 111223333

Please indicate the applicable orders information as stated on your travel orders.

Report Dates: 16-Apr-2010

Do You Have Dependents? Yes No

<< Previous Next >>

Figure 4-13. Tour Information Page

Click the Calendar icon to select a Report Date. Then, use the options to indicate whether or not you have dependents. Click the **Next** button to access the Additional Information page (Figure 4-15).

Note: If you select an OCONUS duty station, DPS will present additional questions regarding the tour type, tour length, and whether dependents are authorized (Figure 4-14).

Defense Personal Property System (DPS)

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM

Customer: [Diane, Deykai] -- United States Army -- 111223333

Please indicate the applicable orders information as stated on your travel orders.

Tour Type: Unaccompanied

Tour Length: 12 FORMAT: Please provide the number of months.

Report Date: 24-May-2010

Are Dependents Authorized? Yes No

<< Previous Next >>

Figure 4-14. OCONUS Tour Information Page

Select a Tour Type from the drop-down menu, enter a tour length in months, and enter or select a Report Date. Select an option to indicate if dependents are authorized, and then click the **Next** button to access the Additional Information page (Figure 4-15).

4.2.6 Additional Information

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

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) DPS User Satisfaction Claims Consignment Guide Training **HELP**

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries:

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]**
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information**
 - Summary
 - Shipment
- Entitlements
- Useful Links

Additional Information

Customer: [Diann, DeWalt -- United States Army -- 111223333]

Based on the information you have provided on previous screens, please indicate if any of the following will apply to your upcoming move.

Orders Additional Information

* Are You Shipping a POV? ☐ Yes ☐ No

Shipment of a POV is not authorized except under the following conditions
 1. You are physically unable to drive to your new PDS as determined by a medical officer.
 2. There is insufficient time for you to drive and report to the new PDS as ordered.
 3. Change of Homeport.
 If you feel you meet one of the circumstances indicated, you must contact the local Counseling Office for further guidance.

* Are You Shipping a Motorcycle? ☐ Yes ☐ No

Warning: If shipping your motorcycle as a part of your Household Goods, the weight of the motorcycle is chargeable against your weight entitlement.

* Are You Shipping a Boat? ☐ Yes ☐ No

* Is the boat over 14 Feet (including trailer)? ☐ Yes ☐ No

* Is the boat your primary residence? ☐ Yes ☒ No

You have indicated that you are shipping a boat that is used as your Primary Residence. If this is correct, please use the 'Find a Counseling Office' tool to locate your local Counseling Office for further guidance on shipping your boat and the household goods associated with the boat.

* Are You Shipping a Mobile Home? ☐ Yes ☐ No

* Do you currently have items in Non-Temporary Storage (NTS)? ☐ Yes ☐ No

Orders Specific Questions

* Will you be storing your HHG in lieu of an HHG Shipment? ☐ Yes ☒ No

* Are You Authorized to Ship to a Designated Location within CONUS? ☐ Yes ☒ No

<< Previous **Next >>**

Figure 4-15. Additional Information Page

Fields denoted with an asterisk (*) are required; select a Yes or No value to proceed. Additional selections may appear if you answer Yes. For example, selecting Yes for shipping a boat will produce an additional option to indicate if the boat, with trailer, is more than 14 feet in length.

The Order Specific Questions will vary, depending on the type of order and authorized option selected.

Click the **Next** button to proceed to the Entitlement Summary page (Figure 4-16).

4.2.7 Entitlement Summary

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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

Show: Counseling | Wednesday, April 14, 2010 4:48:06 PM | Reports | Queries: | HELP

Entitlement Summary

Customer: [Diane, DeVall] -- United States Army -- 1112223333

Order Number: 0199 - NTS

Below are your entitlements based on the information entered. This information is subject to change based upon the validation by your counselor.

Please review the information to assure that there are no errors. You may Print a summary by clicking the "Print" button at the bottom of the page. You are a United States Army PFC / E-3 on Permanent Change of Station orders (Shipment of HHG Permitted) from QUANTICO, MD to BERLIN, GERMANY with a Report date of 24-May-2010. This is a 12 month unaccompanied tour.

Your JTR/JFTR PCS Weight Allowance is 8,000 pounds; UB Weight Allowance is 500 pounds; The weight of all shipments (Household Goods (HHG), Unaccompanied Baggage (UB) and Non-Temporary Storage) will count against your total JTR/JFTR weight allowance. *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment will not count your JFTR weight allowance.

Upon subsequent PCS orders between duty stations outside CONUS, reshipment from the location specified by the member and/or NTS to the new duty station requires approval by the Secretarial Process.

When part of the HHG are shipped to the overseas duty station and part are shipped to a location specified by the member, the cost will be limited to what it would have cost to ship the goods in one lot to the overseas duty location.

You are entitled to ship From Current/Previous Duty Station, Previous Designated Location To New Duty Station, Designated Location (CONUS) and based on the orders information entered, the following shipment(s) are authorized:

- + Unaccompanied Baggage
- + Household Goods
- + Non-Temporary Storage (NTS)
- + Non-Temporary Storage (NTS) Release

Shipment to other than authorized locations could lead to possible excess costs.

There may be weight restrictions that are unique to the Destination you have selected that have not been identified by DPS. It is imperative that you review your orders and consult with the PPSO to confirm any weight restrictions that may apply. Below is a link to information regarding import restrictions/prohibitions, POV, firearms, pets and other general info about your destination. It is mandatory that you review these instruction and we recommend you print them for future reference.

[New Duty Station Instructions](#)

If there are any errors in your summary information, use the left hand navigation tool to go back and make updates or changes. If your information was entered correctly, but the summary above is incorrect, please use the Find A Counseling Office tool in the left navigation to locate a Counseling Office for assistance. You may print a summary by clicking the Print button at the bottom of the page.

☒ Click here to verify the above information is correct

Print

<< Previous Next >>

Figure 4-16. Entitlement Summary Page

The Entitlement Summary page presents the information entered for a set of orders, and a list of authorized shipments, which varies according to the nature of the order and selected options.

After reviewing the information, select the check box to verify that it is correct.

Click the **Next** button at the bottom of the page to proceed to the Create New Shipment page.

Note: Use the **Print** button in the lower left corner of the page to create a hard copy for your records.

5 DPS SHIPMENT TYPES

DPS currently supports the following shipment types:

HHG	Household Goods
UB	Unaccompanied Baggage
Mobile Home	Mobile Home
Boat	Boat

Shipment type options are based on values selected in the order selection and order information steps of the process (see sections 4.2.4 and 4.2.6 of this guide).

In the following sections of this guide, instructions for creating a shipment application are presented.

- See Section 6 for a standard HHG shipment application.
- See Section 7 for a personally procured move (PPM).

6 CREATE A NEW SHIPMENT

After entering order information, click the *Create New Shipment* link in the left navigation bar to access the pages used to create a shipment application (Figure 6-1).

Defense Personal Property System (DPS)
 Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | Log Out

Wednesday, April 14, 2010 4:48:05 PM

Create New Shipment

Customer: [Diane, Delikat -- United States Army -- 111223333]

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 >>

Figure 6-1. Create New Shipment Page

The Create New Shipment page allows you to select a type of shipment. Use the option buttons to indicate the type of move (HHG, etc.) and whether or not you intend to create the shipment as a Personally Procured Move (PPM). For a general description of a PPM, see below.

After selecting a shipment type (e.g., HHG) and a PPM option (No), click the **Next** button to proceed to the Shipment Information page (Figure 6-2).

PPM: Formerly known as a DITY (Do-It-Yourself) Move, a Personally Procured Move (PPM) is an alternate means of shipping personal property. You can move all or a portion of your full weight allowance yourself instead of using a commercial Transportation Service provider (TSP). For more information, read the "It's your Move Brochure" under Useful Links or use the "Find a Counseling Office" tool to locate and speak with a Counselor about this option.

Note: Refer to Section 7 of this guide for instructions on how to create a PPM.

6.1 SHIPMENT INFORMATION

Defense Personal Property System (DPS)

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Shipment Information

Customer: [Name: DelVal] -- United States Army -- 111223333

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:

- Weapons
- Vehicles other than POV: Such as motorcycles, mopeds, jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
- Boats: For uniformed service members, boats 14 ft in length and under and without a trailer may be shipped as HHG. The definition of boats includes, but is not limited to canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies and sculls. Boats in excess of 14 ft or any boat with a trailer must be shipped separately, which in most cases, may result in excess costs for the member. **You must create a separate boat shipment if your boat is greater than 14 feet or has a trailer.** You are responsible for paying all accessorial charges associated with shipping your boat and you are responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/trolling poles and outriggers must be lowered or removed.
- **For Civilians only:** any boat and associated trailer 8ft in width and under can be shipped and will be included in the shipment as HHG.
- 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.

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

Print << Previous Next >>

Figure 6-2. Shipment Information Page

The Shipment Information page presents important details about a move. Review the information and scroll to the bottom of the page. Select the check box to verify you have read and understand the entitlement information, and click the **Next** button to proceed to the Pickup and Delivery page (Figure 6-3).

6.2 PICKUP AND DELIVERY

Defense Personal Property System (DPS)
Unclassified//FOUO Pickups and Deliveries

Home | Site Map | Log Out

Show: Counseling | Wednesday, April 14, 2010 4:00:00 PM | Reports | Queries: | HELP

Counseling Menu

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

Order [990]

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

Pickup and Delivery

Customer: [Diane, DeVos] -- United States Army -- 111223333

Please enter the dates for your move. The dates you enter here will be based on the availability of the Transportation Service Provider.

Wk: Sun Mon Tue Wed Thu Fri Sat

13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

Today is 19-Apr-2010

Desired Pickup Date [Calendar Icon]

To add an address to your list click on the [Address Lookup Icon] or enter the address:

Pickup & Delivery

*Requested Pickup Address [Address Lookup Icon]

*Requested Delivery Address [Address Lookup Icon]

Power of Attorney [Select from below]

Letter of Authorization [Select from below]

Addresses

Address Listing

Select	Address	
<input type="radio"/>	123 North St QUANTICO, MD 21856 410-555-1212	[Trash Can Icon]
<input checked="" type="radio"/>	202 S Main St QUANTICO, MD 21856 410-434-1212	[Trash Can Icon]

OK Cancel Add Address

Releasing & receiving agent

Releasing [Select from below]

Receiving [Select from below]

<< Previous Next >>

Figure 6-3. Pickup and Delivery Page

The Pickup and Delivery page is used to capture required dates and address values. Optional fields are used to define Power of Attorney, Letter of Authorization, In-Transit Address, Additional Locations and Releasing or Receiving Agent options.

Click the Calendar icons to select the desired pickup and delivery dates. To enter a pickup or delivery address, click the Address Lookup icon. In the Address Lookup pop-up window, select an address previously entered in the system or click the Add Address button to enter a new address (Figure 6-4).

On the Pickup and Delivery page (Figure 7-6), you may be asked to select the applicable Government Bill of Lading Office Code (GBLOC) for a pickup or delivery address. This option occurs when a specified address is within the Area of Responsibility of two or more GBLOCs. In situations where there is only one GBLOC, it is automatically selected and no list will appear. If necessary, highlight a selected GBLOC to continue.

Note: To delete a defined address, click the associated Trash Can icon in the Addresses pop-up window.

The screenshot shows the 'Addresses' window with the 'Add/Edit Address' tab selected. The form contains the following fields and options:

- Address Line 1:** 202 S Main St
- Address Line 2:** (empty)
- *Phone:** 410-454-1212
- Ext:** (empty)
- Location:** ☒ CONUS (U.S.) ☐ OCONUS (Non U.S.)
- Select City:** (empty)
- City:** (empty)
- County:** (empty)
- State:** (empty)
- Zip:** (empty)

Below the 'Select City' field, there is a text prompt: "Type in the first 4 letters of the city above". At the bottom, there are two buttons: "Save Address" and "Cancel". A red note at the bottom states: "If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-462-2176 or DSN: 770-7332."

Figure 6-4. Add Address

Enter an address and phone number to begin. Then, select the CONUS or OCONUS option button and enter the first four letters of the name of the city in the **Select City** field. A list appears with all cities that start with those letters (Figure 6-5).

Note: If a City Name is less than four letters long (e.g., Fox or Ada), append a space or comma to generate a drop-down list.

This screenshot shows the same 'Add Address' form as Figure 6-4, but with the 'Select City' field populated with 'QUAN'. A dropdown list is visible, showing the following cities and their corresponding county, state, and zip code:

- QUANTICO, WICOMICO COUNTY, MD, 21856
- QUANAH, HARDEMAN COUNTY, TX, 79252
- QUANTICO, PRINCE WILLIAM COUNTY, VA, 22134
- QUANTICO, STAFFORD COUNTY, VA, 22135

The 'City', 'County', 'State', and 'Zip' fields are now populated with the information from the selected city. The 'Save Address' and 'Cancel' buttons remain at the bottom.

Figure 6-5. Select City

Select the appropriate city from the list to populate the **City**, **County**, **State**, and **Zip** fields (Figure 6-6).

Addresses

Address Listing Add/Edit Address

Address Line 1: 202 S Main St

Address Line 2:

*Phone: 410-454-1212 FORMAT: xxx-xxx-xxxx for Domestic

Ext:

Location

☒ CONUS (U.S.) ☐ OCONUS (Non U.S.)

Select City: QUANTICO, WICOMICO COUNTY, MD, 21856

Type in the first 4 letters of the city above

City: QUANTICO

County: WICOMICO

State: MARYLAND

Zip: 21856

If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-462-2176 or DSN: 770-7332.

Save Address Cancel

Figure 6-6. Save Address

Click the **Save Address** button to add the new address to the selection list (Figure 6-3). Use the Select option and click **OK** to populate the address field on the Pickup and Delivery Page (Figure 6-7).

Note: There is no limit to the number of addresses that you can add.

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Containment Guide | Training | Reports | Queries: | HELP

Wednesday, April 14, 2010 4:40:00 PM

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]
 - Orders Details
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit
 - 2-HHG
 - 3-PPS
- Entitlements
- Useful Links

Pickup and Delivery

Customer: [Name, DoD/AF] -- United States Army -- 111223333

Desired Pickup Date: 19-Apr-2010 Desired Delivery Date: 23-Apr-2010

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

Pickup & Delivery

Requested Pickup Address: 202 S Main St, QUANTICO, MD 21686, 410-454-1212

Requested Delivery Address: 404 Palm Dr, MIAMI, FL 33121, 810-444-1234

Power of Attorney: Select from below

Letter of Authorization: Select from below

In-Transit Address

In-Transit:

Additional Locations

Pickup 1: Delivery 1:

Pickup 2: Delivery 2:

Releasing & receiving agents

Releasing: Select from below Receiving: Select from below

<< Previous Next >>

Figure 6-7. Pickup and Delivery Page

The **In Transit Address**, **Additional Locations** and **Releasing & receiving agent's** fields are optional.

To add an In Transit address or Additional location, click the Plus Sign icon (+) and use the pop-up window to select an existing address or add a new one. Click the Minus Sign icon (-) to remove a selected address (Figure 6-7).

Select releasing and receiving agents, if desired, from the drop-down menus.

Click the **Next** button to proceed to the Shipment Basics page (Figure 6-8).

6.3 SHIPMENT BASICS

Defense Personal Property System (DPS)

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | HELP

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [990]

- Orders Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit
 - 2-HHG
 - 3-PPE

Basic HHG

Customer: [Blank] [Default] -- United States Army -- 111223330

Please provide basic information about your shipment.

Shipment Weights **Destination Shipping Information**

*Total estimated weight of your household goods
(i.e., enter the total estimated weight of all items that are being shipped) 563 **Weight Estimator Form**

*Estimated weight of PBP&E (Pro Gear)
(i.e., enter portion of Total estimated weight that is Pro Gear) 10 **How will PBP&E affect my household goods weight?**

Special Items included in shipment

☐ Grandfather clock ☐ Shrink/Large wall unit ☐ Plasma TV ☐ Gas-powered equipment
☐ Spill/Jacuzzi ☐ Piano ☐ Shed ☐ High value items
☐ Alcoholic beverages ☐ Front load washer/dryer
☐ 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)

<< Previous **Next >>**

Figure 6-8. Basic HHG Page

The Basic HHG page is used to enter information about your shipment. Fields are used to identify estimated weight values and list any special items contained in the shipment. You can either manually enter an estimated weight or use the Weight Estimator Form (see section 3.5 of this guide). Fields denoted with an asterisk (*) are required; you must complete these fields before you can proceed.

After completing all relevant fields, click the **Next** button to proceed to the Motorcycles-Firearms page (Figure 6-9).

Note: Content entered in the **Additional Information** field is provided to the Transportation Office and the TSP to assist in preparing your move.

6.4 MOTORCYCLES-FIREARMS

Figure 6-9. Motorcycles-Firearms Page

The Motorcycles-Firearms page allows you to enter information about any motorcycles or firearms you intend to ship. Click the **Add Motorcycle** button to open a new window. Specify the VIN, make, model, and other required information.

Figure 6-10. Add/Edit Motorcycle

Enter or select values in the Add/Edit Motorcycle page (Figure 6-10). Required fields are denoted with an asterisk (*). Click the **Save** button to complete the entry and return to the Motorcycle-Forearms page.

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | Log Out

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [0123]

- Order Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHQ
 - Pickup & Delivery
 - Basic
 - Additional Items**
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

- Entitlements
- Useful Links

Motorcycles-Firearms

Customer: [Dane, DeWalt] -- United States Army -- 111223333

Additional Items Included in Shipment

Action	Make	Model	Model Year	Engine Size	Licensing State	Estimated wt	Country of Manufacturer	
	1	Honda	CRZ	2001	500	MA	1200	JAPAN

Add Motorcycle

Add Firearm

<< Previous Next >>

Figure 6-11. Motorcycles-Firearms Page

Click the **Add Firearm** button to open a new window. Specify the serial number, make, model, and other required information.

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | Log Out

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Add/Edit Firearm

*Serial Number: 1234512345

*Make: Smith & Wesson

*Model Year: 2004

*Model Name: Peacekeeper

*Caliber Size or Gauge: .45

*Country of Manufacturer: UNITED STATES

*Firearm Code: C - Acquired from a licensed dealer.

Save Firearm Cancel

Figure 6-12. Add/Edit Firearm

Enter or select values in the Add/Edit Firearm page (Figure 6-12). Required fields are denoted with an asterisk (*). Click the **Save Firearm** button to complete the entry and return to the Motorcycle-Firearms page.

Defense Personal Property System (DPS)

Unclassified//FOUO//Privacy Act Applies

Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CS5] DPS User Satisfaction Claims Consignment Guide Training

Show: Counseling Wednesday, April 14, 2010 4:05:00 PM Reports Queries: HELP

Counseling Menu

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

Order [0123]

- Orders Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items**
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

- Entitlements
- Useful Links

Motorcycles-Firearms

Customer: [Diane, Detroit] -- United States Army -- 111223333

Additional Items Included in Shipment

Action	#	Make	Model	Model Year	Engine Size	Licensing State	Estimated wt.	Country of Manufacturer
	1	Honda	CRZ	2001	500	MA	1200	JAPAN

[Add Motorcycle](#)

Action	#	Model	Serial Number	Model Year	Caliber Size	Make	Firearm code	Country of Manufacturer
	1	Peacekeeper	1234512345	2004	.45	Smith & Wesson	Acquired from a licensed dealer.	UNITED STATES

[Add Firearm](#)

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

Figure 6-13. Motorcycles-Firearms Page

After entering information for all motorcycles and firearms you intend to ship, click the **Next** button to proceed to the Scheduling page (Figure 6-14).

Note: If you did not indicate that you are shipping a motorcycle on the Additional Information page (Figure 4-15), the **Add Motorcycle** button is not available.

6.5 SCHEDULING

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Tracking | Reports | Queries: | HELP

Wednesday, April 14, 2010 4:40:00 PM

Counseling Menu

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

Order [990]

- Orders Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - Pickup & Delivery
 - Basic
 - Additional Items
 - Scheduling
 - Responsibilities
 - Summary
 - Counseling Office
 - Submit

- Entitlements
- Useful Links

Scheduling

Customer: [Diana Delvalle] -- United States Army -- 111223333

Based on the total estimated weight of **565** pounds, it will take **1** days to pack this shipment and **0** additional day(s) for pickup. It is estimated that it will take **15** 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: **Apr 19, 2010** Desired Delivery Date: **Apr 23, 2010**
 Estimated shipment arrival date at destination: **May 4, 2010**

Are you requesting a direct delivery? ☐ Yes ☒ No

Transportation Service Provider (TSP) Preference

* Do you have a preferred TSP? ☐ Yes ☒ No

* Do you have a non-preferred TSP? ☐ Yes ☒ No

<< Previous Next >>

Figure 6-14. Scheduling Page

The Scheduling page displays the number of days required to pack and pickup your shipment, based on the estimated weight. This page also displays the estimated number of days it will take for delivery of the shipment to the destination. Select the Yes or No option to indicate if you are requesting a direct delivery.

At the bottom of the page, use the options to indicate if you have a Preferred or Non-Preferred Transportation Service Provider (TSP). If you have a preferred or non-preferred TSP, enter the name in the associated field. After completing these mandatory fields, click the **Next** button to proceed to the Customer Responsibilities page (Figure 6-15).

Note: You may be warned at the top of the screen that your desired delivery date is less than the normal transit time to your destination. The origin transportation office may contact you to change this date if no moving company accepts the timeframe. Click the **Next** button again to proceed.

6.6 CUSTOMER RESPONSIBILITIES

The screenshot shows the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Site Map, and Log Out. Below this is a secondary navigation bar with links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DP5 User Satisfaction, Claims, Consignment Guide, and Training. A 'Show:' dropdown is set to 'Counseling', and the date/time is 'Wednesday, April 14, 2010 4:40:00 PM'. The 'Reports' and 'Queries' sections are also visible.

The main content area is titled 'Customer Responsibilities' and displays the following information:

- Customer:** [Dane, David] - United States Army - 111223355
- Member Responsibilities Before Packers Arrive:**
 - Carrier Responsibilities on Moving Day
 - High-Value Items
 - Releasing or Receiving Agent
 - Pickup from Private Storage or Mini-Warehouse
 - Avoid Excess Personal Costs
 - Three Critical Documents at Origin:
 - Household Goods Descriptive Inventory
 - DD Form 619
 - Government Bill of Lading (GBL)

BE THERE ON MOVE DAY
You or your designated agent must be available between 8 a.m. and 5 p.m. for all scheduled pickup and delivery addresses on the days your personal property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges. Leaving a minor or non-designated person will not fulfill this requirement.

MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

- Electronics** - Dismantle TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
- Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
- Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
- Appliances** - Disconnect all appliances, washer hoses and dryer exhaust vents.
- Electrical Items** - Remove and unplug all electrical items, including window air conditioners.

[Top of Page]

☒ I acknowledge that I have read and understand the entitlement information above.

Print << Previous Next >>

Figure 6-15. Customer Responsibilities Page

The Customer Responsibilities page presents valuable information about preparing for moving day, including how to avoid excess costs and which critical documents you are responsible for reviewing and signing during a move. After reviewing the content, scroll down and select the acknowledgement check box. Then, click the **Next** button to proceed to the Shipment Summary page (Figure 6-16).

Note: Use the **Print** button in the lower left corner of the page to create a hard copy for your records.

6.7 SHIPMENT SUMMARY

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | HELP

Show: Counseling | Wednesday, April 14, 2010 4:40:00 PM | Reports | Queries: | HELP

Shipment Summary

Customer: [Diane, DelValt] -- United States Army -- 111223333

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:	Diane, DelValt	Branch:	United States Army
SMER#: 111223333		Rank/Pay Grade:	PFC / E-3
Primary Phone: 444-555-6666		Primary Email:	dwltr@gmail.com
Permanent Contact Address: 4466 Green Hill TYLER, TX 75704			

Order Details

Order: 990 Permanent Change of Station Shipment of HHG Permitted
 Order Date: 15-Apr-2010
 Current duty station: QUANTICO
 Headquarters Issuing Orders:
 New duty station: MIAMI
 Gaining Unit:

Shipment 1 - Household Goods

Pickup Information

Your Household Goods have a desired pickup date of **18-Apr-2010** from the pickup address:
 202 S Main St
 QUANTICO, MD 21056
 410-454-1212

Delivery Information

Your Household Goods will be delivered on the desired delivery date of **14-May-2010** to the delivery address:
 404 Palm Dr
 MIAMI, FL 33121
 810-444-1234

Estimated Weight

Here is the breakdown of your total estimated weight

Your estimated Household Goods weight	565 lbs
Your estimated PBP&E [Pro Gear] weight	10 lbs **
Total estimated weight	565 lbs

** The weight of PBP&E does not count against your weight allowance.

You will be responsible for the excess cost of \$ 0

Special items included in your shipment

You are shipping 1 firearm(s) in your shipment.

Additional Information

Your estimated shipment arrival at destination is on **14-May-2010**
 You have NOT requested direct delivery.

☒ Click here to verify the above information is correct

Print << Previous Next >>

Figure 6-16. Shipment Summary Page

The Shipment Summary page presents your profile, order, and shipment information. Scroll down to validate the content and select the check box to verify the information is correct. Click the **Next** button to proceed to the Forms page (Figure 6-17) or the Counseling Office page (Figure 6-18).

Note: The Forms Information page only appears for overseas shipments returning to the United States. For all other shipments, the Counseling Office page is presented. In the Estimated Weight area of the Summary page, an excess cost figure is presented. You will be responsible for this cost if your shipment exceeds your weight allowance or the destination is an unauthorized location.

6.8 FORMS INFORMATION

The screenshot shows the Defense Personal Property System (DPS) interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DPS User Satisfaction, Claims, Consignment Guide, Training, and Log Out. The main content area is titled "Forms Information" and displays the customer's information: "Customer: [Diane, Delia] -- United States Army -- 111223333". Below this, a message states: "Please review your forms information." The "Order [990]" section is expanded, showing a list of options for "UB1252 Form Information":

- ☐ Assigned to permanent duty overseas.
- ☐ Required to perform temporary duty overseas for 140 days or more.
- ☒ Assigned to temporary duty overseas under orders which intended the duration to be 140 days or more.
- ☐ Directed from one overseas duty station to another overseas duty station and return of my personal property to the United States has been approved as indicated in supplemental instructions to orders.
- ☐ Directed to evacuate myself, family, or personal property to the United States.
- ☐ Directed to ship personal property in advance of the issuance of travel orders.

At the bottom of the form, there are two buttons: "<< Previous" and "Next >>". The left sidebar contains a "Counseling Menu" with options like Customer Profile, My Orders, and Order [990], and a "Useful Links" section.

Figure 6-17. Forms Information Page

The Forms Information page is used to describe the nature of your orders. Select one of the listed options, and then click the **Next** button to proceed to the Counseling Office page (Figure 6-18).

6.9 COUNSELING OFFICE

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | HELP

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM

Counseling Office

Customer: [Name, Default] -- United States Army -- (111220330)

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 orders and other supporting documents, if applicable, to the transportation office listed below. All counseling related documents must be provided to the transportation office within 5 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting 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

Pickup Installation	Delivery Installation
GBLOC: AGFM	GBLOC: CLPK
Installation Name: JPPSO-NEAA, CHELMSFORD, MASS	Installation Name: USCG PPSO ISC, MIAMI, FL

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: HANSCOM AFB MA

Selected Counseling Office Information

Installation Name:	HANSCOM AFB MA
Street:	3 KIRTLAND STREET BLDG 1217
City:	HANSCOM AFB
State:	MA
ZIP/APO/FPO:	01731
Country:	UNITED STATES
Phone:	
DSN:	
Fax:	
DSN Fax:	
Email:	

<< Previous Next >>

Figure 6-18. Counseling Office Page

The Counseling Office page is used to select an office to process your application. As the disclaimer on this page notes, applications are received and processed by the Personal Property Office. A Transportation counselor reviews the information to ensure that it is complete and accurate. Click the checkbox to acknowledge the disclaimer, and select a counseling office to assist you with any questions. Click the menu selection arrow and select the desired office from the drop-down list.

Note: A move cannot be scheduled until you provide orders and other supporting documents, if applicable, to the transportation office listed on this page.

You must complete all Self-Counseling-related documents and submit them to the transportation office within six (6) business days of submitting an application. For a short notice pickup (requesting pickup within five (5) business days), provide supporting documentation as soon as possible. You are notified by the TSP once your shipment is scheduled.

Click the **Next** button to access the Shipment Submit page (Figure 6-19).

6.10 SHIPMENT SUBMIT PAGE

The screenshot shows the 'Defense Personal Property System (DPS)' interface. The top navigation bar includes links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DPS User Satisfaction, Claims, Consignment Guide, Training, Reports, and Queries. The left sidebar contains a 'Counseling Menu' with options like Customer Profile, My Orders, and Order [990]. Under 'Order [990]', the 'Shipment' link is selected, showing a tree view with '1-HHG' and '2-HHG' options. The main content area is titled 'Shipment Submit' and displays customer information: [Diana, Deltat -- United States Army -- 111223333]. A message prompts the user to review forms for accuracy. Below this, a 'Forms Required' section lists 'DD Form 1293 (Application for Shipment and/or Storage of Personal Property)' and 'DD Form 1297 (Personal Property Counseling Check List)', each with a 'View & Print' link. A red box at the bottom states: '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.' At the bottom right, there are '<< Previous' and 'Submit' buttons.

Figure 6-19. Shipment Submit Page

The Shipment Submit page provides access to forms and provides the means to submit your application.

To print a form listed on the Shipment Submit page, click its corresponding *View & Print* link.

Note: To access these forms at any time, click the shipment link in the navigation tree on the left. For example, in Figure 6-19, the shipment link is *1-HHG*.

To complete the application, click the **Submit** button. Confirm your submission when prompted.

You will receive an email notification with an update on your approval status. Refer to Appendix A for an example.

7 CREATE A PERSONALLY PROCURED MOVE (PPM) SHIPMENT

This section of the guide illustrates the creation of a PPM shipment (see description, below)

To begin, select or create a new order, and then click the **Next** button on the Entitlement Summary page (Figure 4-16) or click the **Create New Shipment** button for a listed order in the work queue on the My Orders page (Figure 7-1) to access the Create New Shipment page (Figure 7-2).

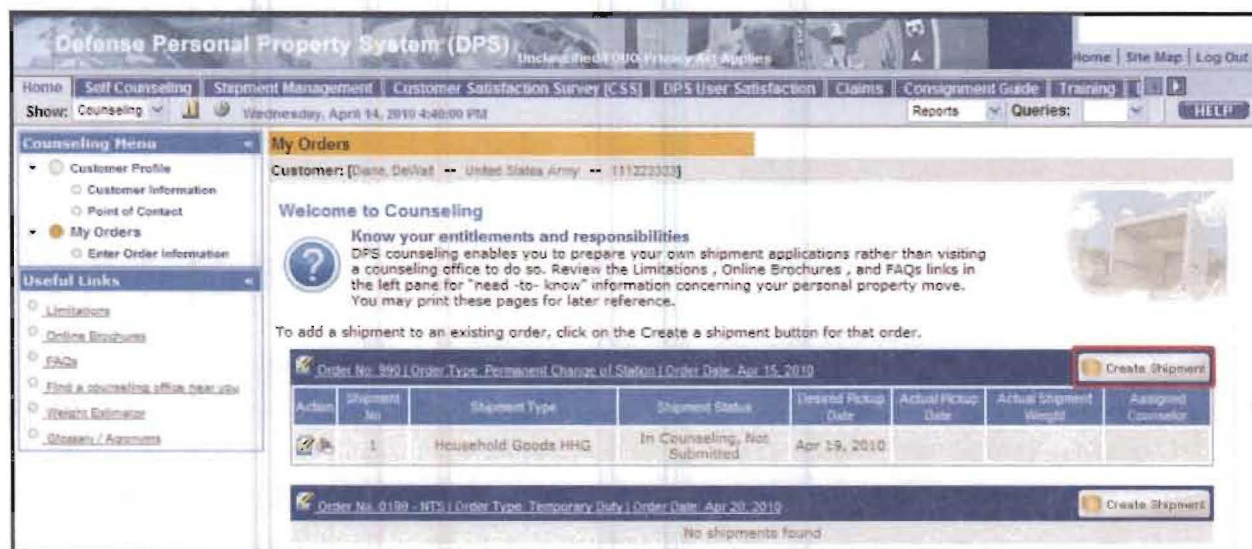


Figure 7-1. My Orders Page

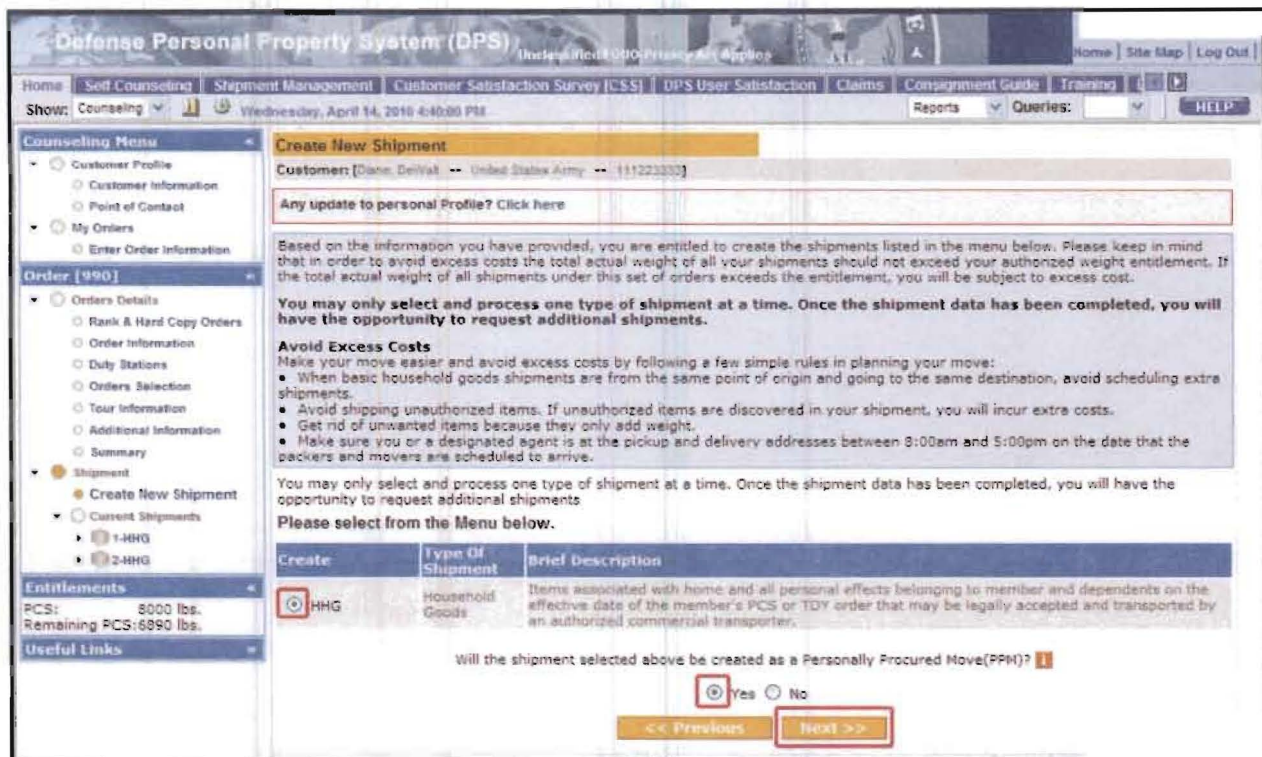
Personally Procured Move (PPM): Formerly known as a Do-It-Yourself (DITY) Move. This is an alternate means of shipping personal property. You can move all or a portion of your full weight allowance yourself instead of using a commercial Transportation Service provider (TSP). For more information, read the "It's your Move Brochure" under Useful Links or use the "Find a Counseling Office" tool to locate and speak with a Counselor about this option.

Types of PPMs: There are two types of PPMs defined in DPS. The first is known as an "Incentive Move" (or **IM**), and the second is an "Actual Cost Reimbursement" (or **ACR**).

In the case of an Incentive-based move (**IM**), the customer may receive 95% of the amount it would have cost the government to ship the weight allowance. The service member may request an Advanced Operating Allowance.

An Actual Cost Reimbursement (**ACR**) **PPM** is designed to reimburse service members the actual cost of the move, not to exceed the Government's Constructive Cost (GCC). It is used for pre-approved special handling such as assembly, disassembly or packing fragile items. When government transportation is not available, the customer receives what they spent with no incentive. The service member may request an Advanced Operating Allowance.

7.1 CREATE NEW SHIPMENT PAGE



Defense Personal Property System (DPS) (Unclassified//FOUO//Privacy//No Apply)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | DPS User Satisfaction | Claims | Consignment Guide | Training | Home | Site Map | Log Out

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
 - Shipment
 - Create New Shipment**
 - Current Shipments
 - 1-HHG
 - 2-HHG

Entitlements

PCS: 8000 lbs.
Remaining PCS: 6890 lbs.

Useful Links

Create New Shipment

Customer: [Name, Delivery -- United States Army -- 111223333]

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)? 1

☒ Yes ☐ No

<< Previous Next >>

Figure 7-2. Create New Shipment as a Personally Procured Move (PPM)

On the Create New Shipment page, select a shipment type and then select the Yes option to indicate the shipment is a PPM. Click the **Next** button to access the Shipment Information page (Figure 7-3).

7.2 SHIPMENT INFORMATION

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

Home | Site Map | Log Out

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

Show: Counseling | Wednesday, April 14, 2010 4:40:00 PM | Reports | Queries: | HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
 - Shipment
 - Create New Shipment
 - Current Shipments

Entitlements

PCS: 8000 lbs.
Remaining PCS: 8000 lbs.

Useful Links

- Limitations
- Online Structures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Shipment Information

Customer: [Name, Delvst] -- United States Army -- 111223333

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:

- Weapons
- Vehicles other than POV: Such as motorcycles, mopeds, jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
- Boats: For uniformed service members, boats 14 ft in length and under and without a trailer may be shipped as HHG. The definition of boats includes, but is not limited to canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies and sculls. Boats in excess of 14 ft or any boat with a trailer must be shipped separately, which in most cases, may result in excess costs for the member. **You must create a separate boat shipment if your boat is greater than 14 feet or has a trailer.** You are responsible for paying all accessorial charges associated with shipping your boat and you are responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/trolling poles and outriggers must be lowered or removed.
- For Civilians only:** any boat and associated trailer 8ft in width and under can be shipped and will be included in the shipment as HHG.
- 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:

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

Print

<< Previous | Next >>

Figure 7-3. Shipment Information Page

The Shipment Information page presents important details about a move. Review the information and scroll to the bottom of the page. Select the check box to verify you have read and understand the entitlement information, and click the **Next** button to proceed to the Pickup and Delivery page (Figure 7-4).


Note: Use the **Print** button in the lower left corner of the page to create a hard copy for your records.

7.3 PICKUP AND DELIVERY FOR PPM

The screenshot displays the 'Pickup and Delivery' page within the Defense Personal Property System (DPS). The page header includes the system name and navigation links like Home, Site Map, and Log Out. A top navigation bar contains links for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey (CSS), DPS User Satisfaction, Claims, Consignment Guide, and Training. Below this, a 'Show:' dropdown is set to 'Counseling', and the date 'Wednesday, April 14, 2010 4:00:00 PM' is shown. The left sidebar, titled 'Counseling Menu', lists options like Customer Profile, My Orders, and Order (990). The main content area is titled 'Pickup and Delivery' and shows a customer profile for 'Diane DylWat' from the 'United States Army'. It includes a text box for move dates, a radio button for 'Is this a Local Move?', a date picker for 'Planned Move Start Date', and fields for 'Requested Pickup Address' and 'Requested Delivery Address'. There are also sections for 'In-Transit Address' and 'Check Mailing Address'. The bottom of the page has 'Previous' and 'Next' buttons and a footer note about FOIA/Privacy Act.

Figure 7-4. Pickup and Delivery Page

Use the Pickup and Delivery page to enter the required move, date and address values. Optional fields are used to define an In-Transit Address and Check Mailing Address.

Note: If creating a PPM shipment, the Check Mailing Address field is required for tax purposes. Click the  button to select an address used to receive a W-2 form. We recommend selecting an In-Transit Address to receive information and updates if there are any issues with the shipment.

Click the checkbox to indicate if the move is local or not.

Note: DoD Customers cannot create an International PPM using Self-Counseling; DPS will present a message directing a customer to see a Counselor if it is attempted.

Click the Calendar icon to select the planned move start date. This date can be in the past, present or future.

To enter a pickup or delivery address, click the Address Lookup icon. In the Address Lookup pop-up window, select from the previously defined addresses or add a new address (see Figure 7-5, below).



Figure 7-5. Address Lookup

Select a listed address or use the Add Address option to create another address.

Click **OK** to make a selection for the pickup or delivery address.

Note: To **delete** a defined address, click the associated Trash Can icon in the Addresses pop-up window.

Figure 7-6. Select Address GBLOC

In the Pickup and Delivery page (Figure 7-6), you may be asked to select the applicable Government Bill of Lading Office Code (GBLOC) for a pickup or delivery address. This option occurs when a specified address is within the Area of Responsibility of two or more GBLOCs. In situations where there is only one GBLOC, it is automatically selected and no list will appear. If necessary, highlight a selected GBLOC to continue.

To add an In Transit address or a Check Mailing Address, click the Plus Sign icon (+) and use the pop-up window to select an existing address or add a new one. Click the Minus Sign icon (-) to remove a selected address.

After completing all required fields, click the **Next** button to proceed to the PPM Basic page (Figure 7-7).

7.4 PPM BASIC

Figure 7-7. PPM Basic Page

Provide values and selections for the fields on the PPM Basic page. Fields marked with an asterisk (*) are required; you must complete these fields before you can proceed.

Select Yes or No option buttons to indicate if packing is required and if you are requesting an Advanced Operating Allowance. The authorized % for an allowance is populated by DPS and determined by your branch of service.

Enter the estimated weight of your PPM shipment. Use the *Weight Estimator Form* link to generate a figure, if necessary (see section 3.5 of this guide).

Identify a State of Legal Residence, for tax purposes, by selecting an option from the drop-down menu.

Indicate if you are using a commercial company to move your shipment (Y or N). This option will also help to determine how your PPM is classified (as an Incentive-based Move or an Actual Cost Reimbursement).

Click the **Next** button to proceed to the PPM Costing page (Figure 7-8).

7.5 PPM COSTING

Defense Personal Property System (DPS)

Unclassified//FOUO//Priority 2//No Release

Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) DPS User Satisfaction Claims Consignment Guide Training

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order (990)
 - Orders Details
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - 2-HHG
 - 3-PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit

Entitlements

PCS: 8000 lbs.
Remaining PCS: 2890 lbs.

Useful Links

PPM Costing

Customer: [Name: Debra -- United States Army -- 11422333]

To confirm the Government Constructive Cost, press Next.

Cost Computation

Shipment Information	
Move Date:	22-Jun-2010
Estimated Weight:	1,200
Miles:	1099
Government Constructive Cost (GCC):	\$623.90
Estimated Gross Incentive(EGI):	\$592.71
Advance Operating Allowance(ADA):	\$0.00

Note: This is an estimate only based on the estimated weight and remaining JTR/JTR weight allowance. All figures will change based on the actual weight of this shipment and any other shipments made under these travel orders.

Warning: Please note that any incentive payment received, as a result of your move, may be subject to Federal, State, and Local Income Tax.

Accessorial not authorized for Incentive Based moves.

<< Previous **Next >>**

Figure 7-8. PPM Costing Page

The PPM Costing page displays three key figures associated with a PPM.

The **Government Constructive Cost** represents the estimated cost to the government if they were to arrange and manage the shipment.

The **Estimated Gross Incentive** is an estimate of the cash incentive payment you will receive for using the PPM option. This payment represents 95 percent of what it would cost the Government to transport your shipment. This figure is computed using the SDDC domestic 400NG Rate Solicitation/International Rate Solicitation or the local drayage contracted cost. The computation is based on actual weight moved or your authorized weight allowance, whichever is less. The Transportation Office will estimate your incentive during counseling based on your estimated weight and mileage between actual or authorized locations, whichever is less.

The **Advance Operating Allowance** is an estimate of the funds that may be available to help offset the cost of renting a vehicle or with the purchase of gasoline, oil, packing material, moving equipment, paying tolls, and other services directly related to your household goods move. You must check with your counselor to see how much of an advance is allowed by your Service.

After reviewing the information on the PPM Costing page, click the **Next** button to proceed to the Instructions page (Figure 7-9).

7.6 INSTRUCTIONS

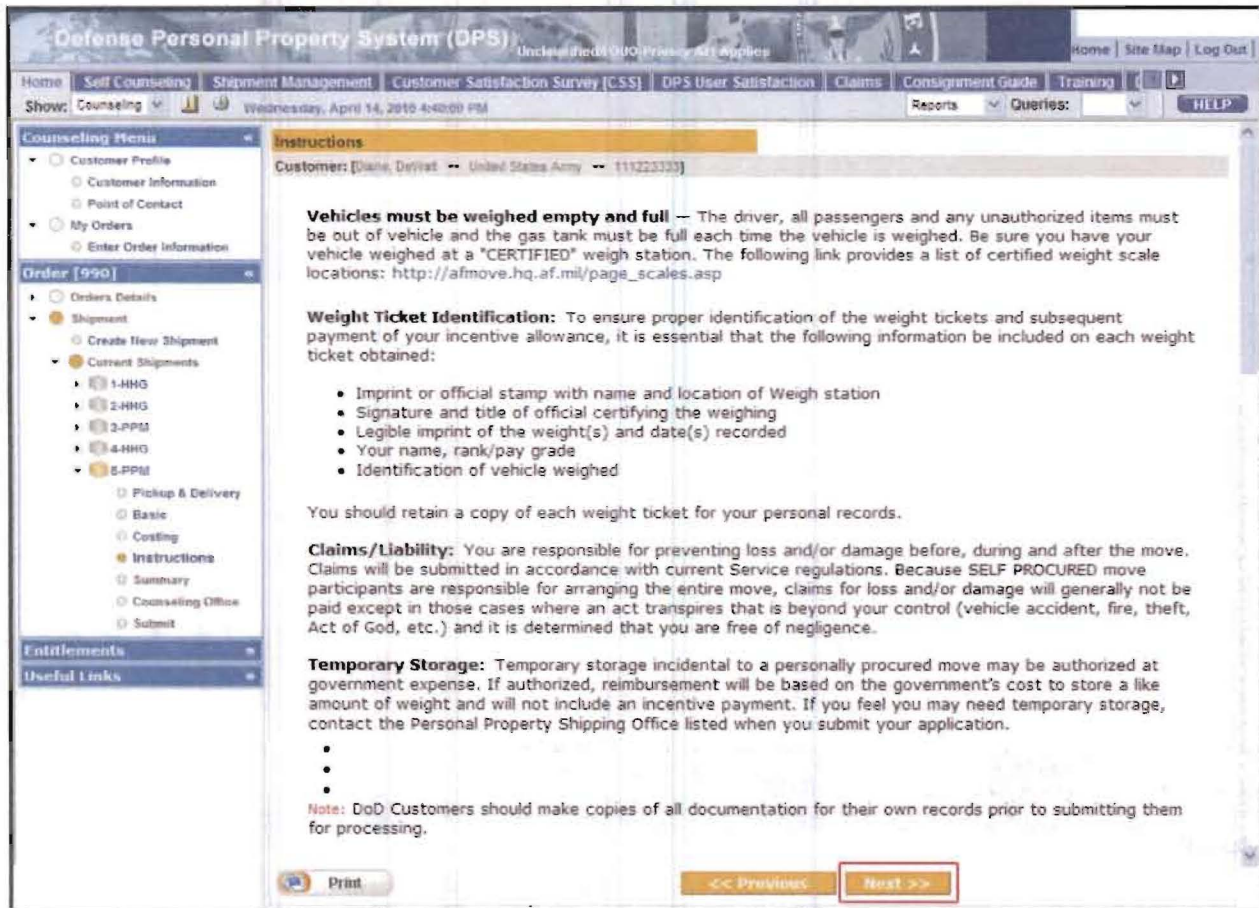


Figure 7-9. Instructions Page

The Instructions page displays valuable information useful when preparing for a PPM, including a list of addresses for each Branch of Service used to process your PPM paperwork.

After reviewing the Instructions page, click the **Next** button to proceed to the Shipment Summary page (Figure 7-10).

Note: Use the **Print** button in the lower left corner of the page to create a hard copy for your records.

7.7 SHIPMENT SUMMARY

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

Home | Site Map | Log Out

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

Show: Counseling | Wednesday, April 14, 2010 4:48:09 PM | Reports | Queries: | HELP

Counseling Menu

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

Order [990]

- Order Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - 2-HHG
 - 3-PPM
 - 4-HHG
 - 5-PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit

Entitlements

Useful Links

Shipment Summary

Customer: [Diane, DeVilbiss -- United States Army -- 111223333]

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:	Diane, DeVilbiss	Branch:	United States Army
SSN/EIN:	111223333	Rank/Pay Grade:	PFC / E-3
Primary Phone:	444-555-6666	Primary Email:	dewilb@gmail.com
Permanent Contact Address: 4400 Green Hill TYLER, TX 75704			

Order Details

Order: 990 Permanent Change of Station - Shipment of HHG Permitted
 Order Date: 15-Apr-2010
 Current duty station: QUANTICO
 Headquarters Issuing Orders:
 New duty station: MIAMI
 Gaining Unit:

Shipment 5 - Personally Procured Move (PPM) - (Actual Cost Reimbursement Not To Exceed GCC)

Pickup Information

You are starting your PPM move on 24-May-2010 from address:
 202 S Main St
 QUANTICO, MD 21656
 410-464-1212

Delivery Information

You are moving your PPM shipment to address
 404 Palm Dr
 MIAMI, FL 33121
 810-444-1234
 The distance between your origin and destination location is 1 mile

Estimated Weight

Here is the breakdown of your total estimated weight
Your estimated Personally Procured Move (PPM) weight 1,200 lbs
 You will be responsible for the excess cost of \$ 0

PPM Shipment Information

Cost Details:
 Government Constructive Cost (GCC) is \$0.00
 Advanced Operating Allowance (AOA) is \$0.00
 Your Estimated Gross Incentive (EGI) for the shipment is \$0.00
 You are a legal resident of MD state.

Note: This is an estimate only based on the estimated weight and remaining JTRUFTTR weight allowance. All figures will change based on the actual weight of this shipment and any other shipments made under these travel orders.
 Warning: Please note that any incentive payment received, as a result of your move, may be subject to Federal, State, and Local Income Tax.
 The estimated 100% GCC is for reference purposes only. The member will be reimbursed for all actual costs not to exceed the 100% GCC, based on the actual weights provided on the certified weight tickets on a PPM move.
 Note: This is an estimate only and does not include Accessorial Cost. Accessorial costs will be specified during Checkout.

☒ Click here to verify the above information is correct

Print << Previous Next >>

Figure 7-10. Shipment Summary Page

Review your profile, order, and PPM shipment information on the Shipment Summary page. After confirming that your information is correct, scroll down and select the check box (Figure 7-9). Click the **Next** button to proceed to the Counseling Office page (Figure 7-11).

Note: Use the **Print** button in the lower left corner of the page to create a hard copy for your records.

7.8 COUNSELING OFFICE

Defense Personal Property System (DPS)

Home | Site Map | Log Out

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries:

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
- Order [990]
 - Orders Details
 - Shipment
 - Create New Shipment
 - Current Shipments
 - 1-HHG
 - 2-HHG
 - 3-PPM
 - 4-HHG
 - 5-PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit
- Entitlements
- Useful Links

Counseling Office

Customer: [Name, DoNot] -- United States Army -- 111223332

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 orders and other supporting 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), please provide supporting documentation as soon as possible.

☒ Click here to acknowledge that you have read the above disclaimer

Pickup Installation

GBLOC: AGFM
Installation Name: JPPSO-NEAA, CHELMSFORD, MASS

Delivery Installation

GBLOC: CLZK
Installation Name: USCG PPSO ISC, MIAMI, FL

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: HANSCOM AFB MA

Selected Counseling Office Information

Installation Name: HANSCOM AFB MA
Street: 3 KIRTLAND STREET BLDG 1217
City: HANSCOM AFB
State: MA
ZIP/APG/FPO: 01731
Country: UNITED STATES
Phone:
DSN:
Fax:
DSN Fax:
Email:

<< Previous Next >>

Figure 7-11: Counseling Office Page

As the disclaimer on this page notes, applications are received and processed by the Personal Property Office. A Transportation Counselor reviews the information to ensure that it is complete and accurate. Click the checkbox to acknowledge the disclaimer and select a counseling office to assist you with any questions. Click the menu selection arrow and select the desired office from the drop-down list.

Note: A move cannot be scheduled until you provide orders and other supporting documents, if applicable, to the Transportation Office (TO) listed on this page.

You must complete all Self-Counseling-related documents and submit them to the Transportation Office within six (6) business days of submitting an application. If you have any questions, contact the TO listed on this page.

Click the **Next** button to proceed to the Shipment Submit page (Figure 7-12).

7.9 SHIPMENT SUBMIT

Defense Personal Property System (DPS)

Unclassified FOUO Privacy Act Applies

Home Site Map Log Out

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [990]

- Orders Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - S.PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit

Entitlements Useful Links

Shipment Submit

Customer: [Diane, DeVas -- United States Army -- 111223333]

Upon receipt of your supporting documentation the Counseling Office will validate and finalize your application. Once your Counselor has validated your application you will receive an email notification that DD Form 2278 - Application for Do it Yourself Move and Counseling Checklist and DD Form 1351-2 - Travel Voucher or Subvoucher are available for printing.

<< Previous Submit

Figure 7-12. Shipment Submit

Click the **Submit** button to send the application to the PPSO for validation, as shown in Figure 7-12. DPS will present a confirmation screen (Figure 7-13, below).

Defense Personal Property System (DPS)

Unclassified FOUO Privacy Act Applies

Home Site Map Log Out

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

Show: Counseling Wednesday, April 14, 2010 4:40:00 PM Reports Queries: HELP

Counseling Menu

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

Order [990]

- Orders Details
- Shipment
 - Create New Shipment
 - Current Shipments
 - S.PPM
 - Pickup & Delivery
 - Basic
 - Costing
 - Instructions
 - Summary
 - Counseling Office
 - Submit

Entitlements Useful Links

Shipment Submit

Customer: [Diane, DeVas -- United States Army -- 111223333]

Your application for the following shipment has been submitted.

Shipment Details

Shipment:	S.PPM
Order Number:	990
Date Submitted:	Thu, 22 Apr 2010 20:22:32
Shipment created by:	111223333

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.

Figure 7-13. Submit Confirmation

Use the links in the left navigation bar to continue.

7.10 PRINTING PPM FORMS

You cannot print PPM forms (DD Form 2278, DD Form 1351-2 and the PPM Checklist) until a Counselor has validated your shipment and you are notified via email that the forms are available for printing.

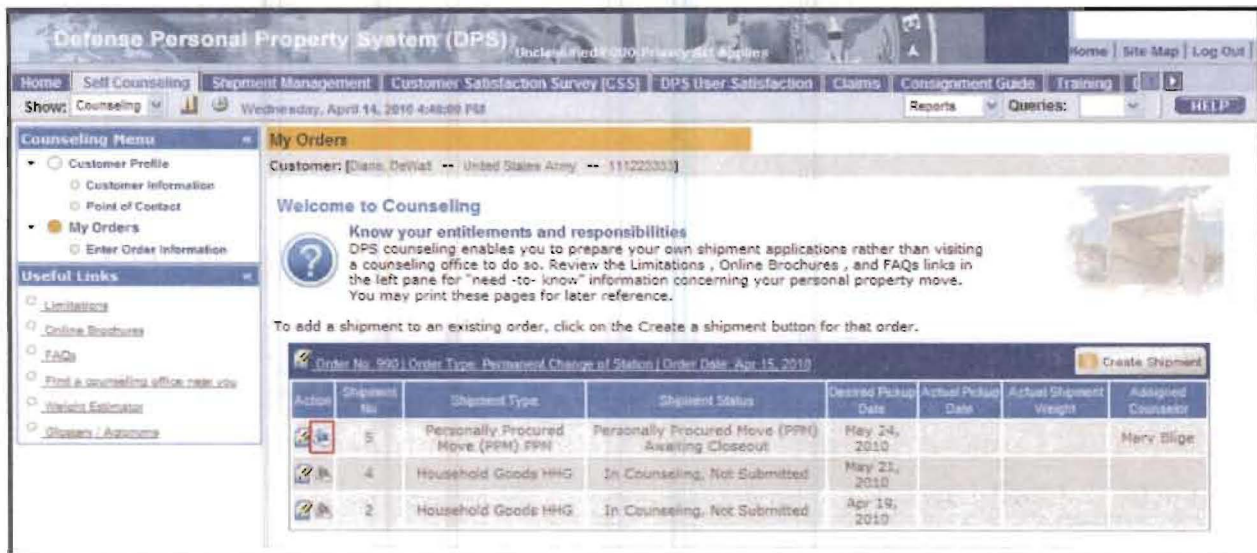


Figure 7-14. Printing Forms (PPM)

After receiving notification, log into DPS and click the Self-Counseling tab. Find the relevant PPM shipment and click the associated Printer icon, as shown in Figure 7-14.

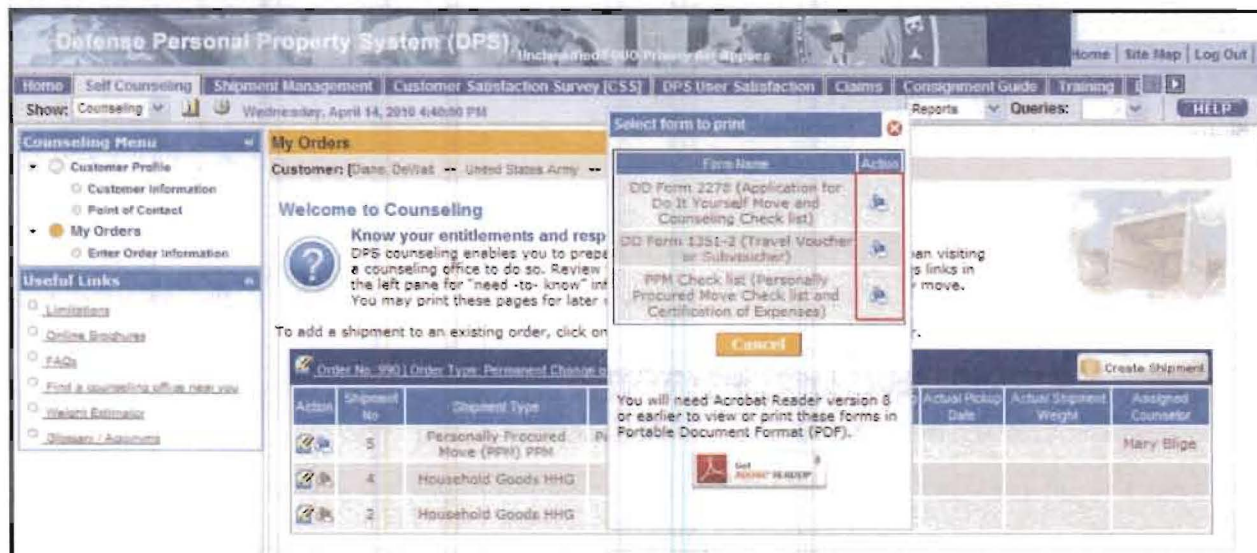


Figure 7-15. Select Forms to Print (PPM)

Click the Printer icon in the pop-up window next to a listed form to view and print using Adobe Reader (Figure 7-15).

To print forms at any time in the Self-Counseling module, click the link for a shipment listed in the left navigation bar, as shown in Figure 7-16.

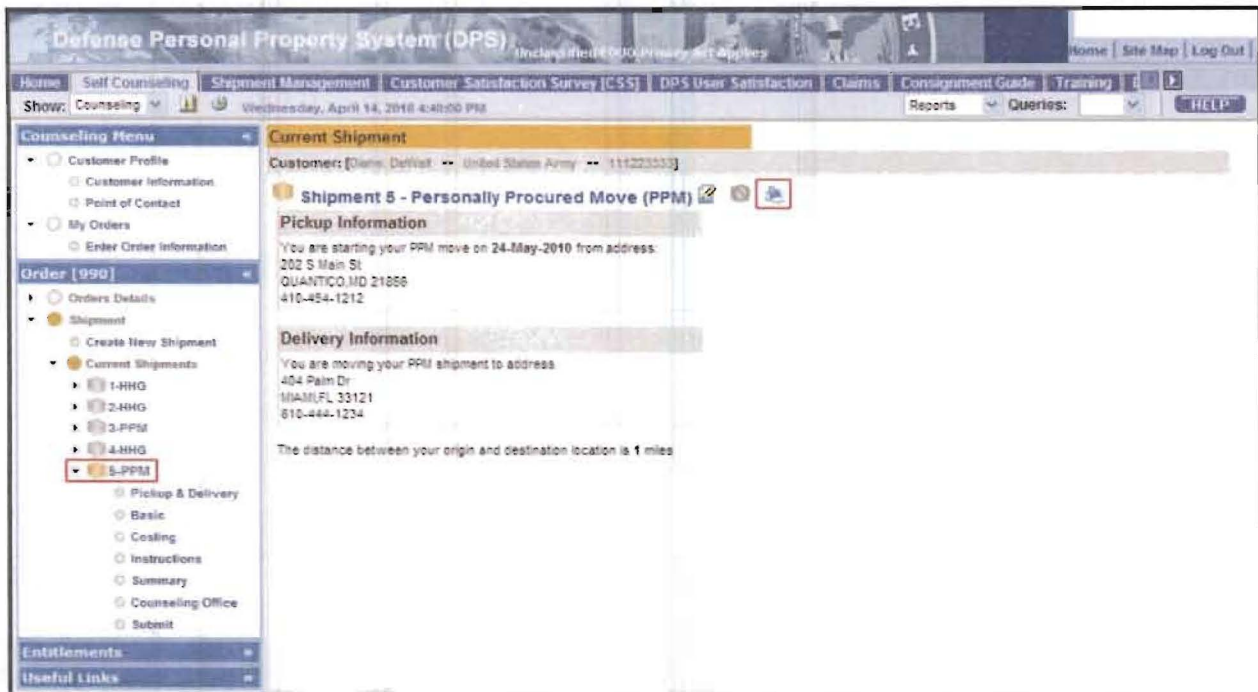


Figure 7-16. Print Forms From Within Self-Counseling (PPM)

Click the Printer icon at the top of the page.

Note: The Form icon will not be active until a Counselor has validated the shipment.

APPENDIX A APPROVAL EMAIL

Email ID	From/To	Email Content
Shipment Confirmation to DoD Customer	From: css-admintraining@dpstraining.csd.disa.mil To: <dodcustomer@email>	<p><name>,</p> <p>Your application for shipment <shipment number>/<shipment type> from <pickup location> to <delivery location> with a requested pickup date of <pickup date> has been received by the transportation counseling office - <counseling office name> located at <counseling office location>. 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.</p> <p>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 <counseling office location>.</p> <p>Thank You. Defense Personal Property System (DPS)</p> <p>*** DO NOT REPLY directly to this email ***</p>

APPENDIX B**ACRONYMS****Acronym****Definition**

ACR	Actual Cost Reimbursement (PPM)
AOR	Area of Responsibility
CHP	Change of Home Port
CONUS	Continental United States
DCN	Document Control Number
DITY	Do-It-Yourself
DoD	Department of Defense
DPS	Defense Personal Property System
ETA	Electronic Transportation Acquisition
FAQ	Frequently Asked Question
GBLOC	Government Bill of Lading Office Code
HHG	Household Goods
HQ	Headquarters
ID	Identifier
IE	Microsoft® Internet Explorer®
IM	Incentive Move (PPM)
JFTR	Joint Federal Traffic Regulations
JPMO HHGS	Joint Program Management Office for Household Goods Systems
LOA	Letter of Authorization
MH	Mobile Home
MS	Microsoft
OCONUS	Outside of the Continental United States
PBP&E	Professional Books, Papers, and Equipment
PCS	Permanent Change of Station
PDF	Portable Document Format
POA	Power of Attorney
POV	Privately Owned Vehicle
PPM	Personally Procured Move
PPSO	Personal Property Shipping Office
SDDC	(Military) Surface Deployment and Distribution Command
SSN	Social Security Number
TDY	Temporary Duty

Acronym**Definition****TO**

Transportation Office

TOPS

Transportation Operational Personal Property Standard System

TSP

Transportation Service Provider

TV

Television

UB

Unaccompanied Baggage

USTRANSCOM

United States Transportation Command