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.

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

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.
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](http://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

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).

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.

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](http://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.

![Figure 3-1. Find a Counseling Office Page](image)

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 Form](image)

**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

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

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.

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.
Click the **Save** button to add the contact and return to the Point of Contact page (or click the **Cancel** button to close the window without saving an entry). The Point of Contact page lists all defined points of contact (Figure 4-5).

![Figure 4-5. Point of Contact Page](image)

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).

**Note:** To access the Rank & Hardcopy Orders page at any time, click the **Enter Order Information** link in the navigation tree.

### 4.1.3 Editing and Deleting Contacts

To edit an existing contact entry, select the Edit icon (pencil) located under the Action column in the Point of Contact page. The Add/Update Contact pop-up window will appear (Figure 4-4); edit the information and click the **Save** button to update the record. To delete an entry, click the Delete icon (X) located under the Action column. A confirmation page prompts users to click the **OK** or **Cancel** button to complete the action.
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**

![Rank & Hardcopy Orders Page](image)

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

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).
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.

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

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

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).

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

![Additional Information Page](image)

**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

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.

---

**Figure 4-16. Entitlement Summary Page**

You may print a summary by clicking the 'Print' button at the bottom of the 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).

**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

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

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.
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.

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

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

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.

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

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.
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

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 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**

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**

![Forms Information Page](image)

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

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 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 J-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](image)

**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

![Created New Shipment Page Screenshot](image)

**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

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.

Figure 7-3. Shipment Information Page
7.3 Pickup and Delivery for PPM

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).
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.
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).
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

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).
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**

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

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).

---

**Figure 7-11: Counseling Office Page**

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7.9 **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).

---

**Figure 7-12. Shipment Submit**

**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)](image)

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)](image)

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

<table>
<thead>
<tr>
<th>Email ID</th>
<th>From/To</th>
<th>Email Content</th>
</tr>
</thead>
<tbody>
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<td>Shipment Confirmation to DoD Customer</td>
<td>From: <a href="mailto:css-admintraining@dpstraining.csd.disa.mil">css-admintraining@dpstraining.csd.disa.mil</a> &lt;name&gt;, To: <a href="mailto:dodcustomer@email">dodcustomer@email</a></td>
<td>Your application for shipment &lt;shipment number&gt;/&lt;shipment type&gt; from &lt;pickup location&gt; to &lt;delivery location&gt; with a requested pickup date of &lt;pickup date&gt; has been received by the transportation counseling office - &lt;counseling office name&gt; located at &lt;counseling office location&gt;. Upon receipt of your supporting documentation the Counseling Office will validate and finalize your application. Once your shipment has been awarded to a Transportation Service Provider (TSP), you will be notified by that TSP of your actual packing and pickup dates. You can continue to monitor the status of your shipment via the Shipment Management tab located on the DPS homepage. If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact the transportation office at &lt;counseling office location&gt;. <strong>Thank You.</strong> Defense Personal Property System (DPS)</td>
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## APPENDIX B

### ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>ACR</td>
<td>Actual Cost Reimbursement (PPM)</td>
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<td>AOR</td>
<td>Area of Responsibility</td>
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<tr>
<td>CHP</td>
<td>Change of Home Port</td>
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<td>Do-It-Yourself</td>
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<td>Personally Procured Move</td>
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<td>(Military) Surface Deployment and Distribution Command</td>
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