Locating Orders Information
How to: Locate information on orders for entry into DPS
Orders information questions

- Where do I find my order number?
- What is the issue date of my orders?
- What do I enter for my New Duty Station if I am retiring/separating?
- What do I do if I am sea duty but not assigned to a ship?
- If I have old orders in DPS, how to I enter my new orders?

NOTE: Samples used are for Navy members

For assistance email: householdgoods@navy.mil / call: 855-HHG-MOVE (444-6683)
### Sample: PCS Orders

<table>
<thead>
<tr>
<th>1. Issue Date</th>
<th>2. Issuer</th>
<th>3. Order Number</th>
<th>4. Authorized Locations</th>
</tr>
</thead>
</table>

This is a sample of CONUS orders. Overseas (OCONUS) orders will contain the same information.

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Sample: Retirement Orders

Retirees are authorized shipment to Home of Selection (HOS) and Involuntary Separates with more than 8 years of continuous active duty may also be authorized to HOS. If you are unsure of your authorized shipping locations, please email a copy of your orders to householdgoods@navy.mil.
Sample: Separation Orders

1. Issuer
2. Order Number
3. Issue Date
4. Authorized Location(s)

Separatees are authorized to ship from current duty station to Home of Record (HOR) or Place Entered Active Duty (PLEAD) whichever distance is greater.
Sample: ADSW Orders

1. Issue Date
2. Issuer
3. Order Number (Use abbreviation ADSW)
4. Authorized Location(s)

There may be limitations to your authorized shipping locations. If you are unsure, please email a copy of your orders to householdgoods@navy.mil for verification of your authorized shipping location(s).

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What do I enter as my new duty station if I am Retiring or Separating?

- Members who are Retiring will enter their Home of Selection (HOS) as their new duty station. If you are unable to locate your order number, you can use the letters “RET” as your order number and enter the City of your HOS into the location field.

- Members who are Separating will enter their Home of Record (HOR) as their new duty station. If you are unable to locate your order number, you can use the letters “SEP” as the order number and enter the City of your HOR into the location field.

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On the Order Information screen, Retirees may enter “RET” for their Order Number.
Separatees may enter “SEP” for their Order Number.

On the Duty Station screen, Retirees select Shore Duty for their New Duty Station and enter their Home of Selection for their Location.
Separatees enter their Home of Record or their Place of Entry (PLEAD) for their Location.

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What do I do if I am sea duty but not assigned to a ship?

Some types of orders qualify as Sea Duty. If your Current or New Duty Station is not listed in the drop down menu it could be because your ship has not yet been commissioned OR you’re stationed on a command that is not recognized as Sea Duty (squadrons, isolated duty types, etc.).

If you believe your current or new duty station should appear in this listing, please contact the DPS Help Desk at 1-800-462-2176 option 5.

For the purpose of completing your application, please select Shore Duty as the Duty Station Class if your Command is not listed.

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If you already have orders in DPS and need to add your NEW ORDERS, use the Counseling menu on the left side and click the blue words “Enter Orders Information”.

If you need to add a NEW SHIPMENT, locate the correct order number on your screen and click the ‘Create Shipment’ button on the right side.
For technical assistance contact the DPS Helpdesk available 24/7:
- Toll-Free: (800) 462-2176
- Commercial: 618-589-9445

For assistance navigating your DPS application review the guides available on our webpage at [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)

OR

Email us at [householdgoods@navy.mil](mailto:householdgoods@navy.mil)
NAVSUP Household Good Portal: www.navsup.navy.mil/household
JFTR: http://www.defensetravel.dod.mil/Docs/perdiem/JFTR(Ch1-10).pdf
POV Locator: http://www.PCSmyPOV.com
Weight Scale Locator: http://www.move.mil/contacts.htm
Weight Estimator Form: www.move.mil/dod.htm

For assistance email: householdgoods@navy.mil / call: 855-HHG-MOVE (444-6683)
Thank You

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