Creating a Non-Temporary Storage (NTS) Release Shipment

How to: coordinate the release of shipment from NTS storage
Steps to Request Release

- Log into Defense Personal Property System (DPS)
- Update/Create DPS Profile & Enter new orders information
- Create a basic HHG Shipment
- Upload Supporting Documents
- Receive confirmation email from DPS Shipment
- Be available on agreed upon delivery dates
If you have never used DPS before, you will need to obtain a User ID and password

For step-by-step instructions to obtain a User ID & Password, see our guide at: https://www.navsup.navy.mil/public/navsup/hhg/dps_guides/

If you have a DPS user ID & Password, log into your DPS account. If it has been longer than 90 days since you used DPS, you will be prompted to review your User Profile.
From your DPS Homepage:
1. Check the box next to the words “I have reviewed the…”
2. Click “Create Profile”

Note: If you have never used DPS before, you will need to acknowledge your branch of service information. Click the blue words “United States Navy specific information”
Note: the words will change depending on your branch of service (i.e. Navy, Air Force, Army, USMC, USCG) A new window will open with your branch of service information; once you have read the information, close the window to return to your DPS Homepage
If it has been 30 days or more since you accessed your DPS account you are **required** to review and update your User Profile.

- Click “Review User Profile”

For complete instructions on how to create and/or update your profile, please see our “Profile & Orders” guide at [https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_Profile_and_Entering_Orders_Information_Joint_07Nov2017.pdf](https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_Profile_and_Entering_Orders_Information_Joint_07Nov2017.pdf)
Once you have created or updated your profile you will return to your DPS Homepage. With some exceptions, most moves performed over the last 8 years will have been processed in DPS. Your Homepage will show whether you all moves performed through the DPS system.

Before requesting a shipment, make sure that your current orders have been added to your DPS account. If your homepage does not show your current orders, you will need to add them before creating a shipment.

For instructions on how to add orders information, please see our guide located at https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_Profile_and_Entering_Orders Information_Joint_07Nov2017.pdf
The next step in the process is to create a basic HHG Shipment. 

A new window will open allowing you to create your shipment request. 

Select “HHG” as the type of shipment
Say ‘no’ to the PPM question
Click “Next”

*(note: the shipment types offered will depend on the type of information you have provided in the orders section)*
Next you’ll receive information on the type of shipment you are requesting. This is part of your online counseling and it is very important that you review as it contains information on your entitlements and responsibilities. When you are done reading through the information, select to acknowledge you have read and understand the information then click “Next”
Using the Calendar Icon, select the date you would like your property released from NTS and indicate your desired delivery date.

NOTE: When requesting your shipment be released from storage, the property should be direct-delivered to your new address unless it will be shipped overseas. If your shipment arrives to a domestic destination before you are able to accept delivery, it may have to be placed into temporary storage. This increases the handling of your shipment resulting in an increased risk of damage and the additional costs could end up at your expense. To avoid damages and possible charges, please indicate the earliest date you can accept delivery in the “Desired Delivery Date” block to prevent the shipment from arriving before you are able to accept delivery. Shipments are generally scheduled based upon your requested pickup date but will be finalized by the office scheduling your shipment for movement and may be adjusted due to carrier capability or to prevent early arrival of the shipment.
Next you will provide your authorized and requested pickup locations. For your **authorized** pickup address, use the information from your orders (i.e. current/previous duty station)

For your **requested** pickup address, you will need to enter the location where your NTS is being stored. If you do not know the address of the NTS warehouse facility, enter “NTS Your Area” in line 1; then enter the city/state where the shipment was picked up.

To add each address use the rolodex icon next to the item field. In the popup window, click the ‘Add Address’ button.
Repeat the steps from the previous screen to add your authorized and requested delivery addresses. Make sure to save the address and click OK to select each one.

NOTE: There is no authorization for temporary storage at destination. Members **MUST** have an actual delivery address in order for their NTS shipment to be released. If you do not have a delivery address you may leave the first line blank however, you application will NOT be processed until you provide an actual street address.
If you have provided your spouse or anyone else over the age of 18 with a Power of Attorney (POA) or a Letter of Authorization (LOA), you can use the drop-down menu to select their name in this section.

*TIP:* In order for the names to appear in the drop down menu, you must add the person under the “Contact” section of your customer profile and indicate that they have a POA and/or LOA.
The In-Transit/Emergency Contact Information is a mandatory field and is an address where you can be reached while travelling to your new duty station. This information can be any address or point of contact you choose.

Use the previous instructions for adding and selecting and address by clicking the rolodex icon. Make sure to select the appropriate address so that it populates in the correct field.
Members may request an additional pickup or delivery location as long as it is within 30 miles or their authorized locations. With NTS shipments, there is usually no additional pickup location authorized however, members may request that the shipment be delivered to a private commercial storage facility.

To add an additional delivery location, follow the previous steps shown.

**NOTE:** for the purpose of this instruction, we are not adding additional pickup or delivery locations.
Members may authorize a Releasing and/or Receiving agent to act on their behalf at origin location. Releasing/Receiving Agents MUST be over the age of 18 and available on the days of pack, pickup and delivery. Releasing/Receiving agents do not need to have a Power of Attorney or a Letter of Authorization.

➢ Using the drop down menu, select your Releasing/Receiving Agent and click next.

**TIP:** the drop down menu for Releasing/Receiving Agent fields are added when you create your Customer Profile. It is highly recommended that if the member has a spouse, they add them as a contact so that their name appears on the paperwork. Move details will NOT be discussed with anyone other than the member unless they are listed on the move paperwork (DD Form 1299). Your move paperwork is available for printing right before you submit your application.
When you have entered all of your Pickup and Delivery Information, click ‘Next’
On the Basic HHG shipment page, members will indicate the estimated weight of their shipment. This weight should be the same weight of the shipment that was placed into NTS. If you’re unsure of the actual weight that is in NTS, estimate how many rooms of furniture you have stored. A great rule of thumb is to estimate 1,000 lbs. per room.

Example: Release shipment from NTS Your Area; can accept delivery beginning 29-JAN-2016

In the Additional Information field, enter a note that the shipment is being released from NTS and add a note that states when you will be available to accept delivery.

Example: Release shipment from NTS Your Area; can accept delivery beginning 29-JAN-2016

Click Next.
If your NTS shipment includes a motorcycle or firearm, you must enter the associated information.

If your NTS shipment includes a boat 14’ or longer; or of any length on a trailer, please contact your local TMO office for additional guidance.

If you say no to the firearms question, you are required to certify that your shipment does not contain firearms.
Adding a Motorcycle

When you say yes to adding a motorcycle, a new window will open and you will need to provide the information requested.

Once you have added the information, click ‘Save’.

The motorcycle information populates on the page.
Adding a Firearm

When you say yes to adding a firearm, a new window will open and you will need to provide the information requested.

Once you have added the information, click ‘Save’.

The firearm information populates on the page; click ‘Next’ when you have answered both questions.
Firearms information MUST be added if NTS shipment includes firearms.

If you say no to the firearms question, you are required to certify that your shipment does not contain firearms.

Click Next.
The Scheduling page provides you with an estimate time for packing and pickup based on the weight estimate you provided in your application.

**NOTE:** The release of shipments from NTS can take up to six weeks to coordinate. The DPS page only provides shipment dates as an estimate. The responsible Personal Property Office will coordinate the actual release date with the NTS Warehouse facility and the new TSP.
All transportation dates are negotiated between you and the TSP assigned to the shipment but the release must also be coordinated with the storage facility and it is required to be scheduled by the office storing the shipment. You cannot change the negotiated pick up date without contacting the office responsible for storing your shipment. Scheduling your property to be released to the TSP assigned and pulling the shipment out of a warehouse required additional lead time before the assigned TSP can pick up the shipment from the storage facility. Because of these additional requirements and (at times) limited carrier capacity, requests should be submitted as far in advance as possible but ultimately could result in your shipment being scheduled later than your original request dates.

The Desired Delivery Date should be the earliest date you indicated that you can accept delivery of the shipment. This is not however a firm delivery date or the latest date the carrier will have to offer the shipment for delivery without penalty. You can negotiate with the TSP for a preferred date. The RDD (Required Delivery Date or ‘no later than’ date) will be dictated by weight and distance as established for domestic transportation.

NOTE: there will be no temporary storage authorized at destination on domestic shipments! You MUST ensure you, or your agent, are available to accept direct delivery upon arrival of the shipment at destination.
You MUST say yes to the direct delivery.

Say yes to the preferred TSP question if you have a moving company you would like to request be responsible for your shipment. If you say yes to this question, you must enter the name of the company in the field below.

Say yes to the non-preferred TSP question is you have a moving company that you would NOT like to move your property. If you say yes to this question, you must enter the name of the company in the field below.

Click Next when done.

NOTE: for the purpose of this demonstration, we have said no to these questions
Responsibilities

Read & check Acknowledgement box

Click “Next”
The Shipment Summary pages provides you with a review of all the information you have entered into your application. If you need to make changes to any of the information on this page, you may use the counseling menu on the left side of the screen to edit the information for each section.

Once you have reviewed the information, check the acknowledgement box and click “Next”
On the Counseling Office page, click to acknowledge you have read the disclaimer.

Please select the most convenient office for you to work with and turn in your forms to. Usually this will be the location storing your shipment but you may elect another office from the drop-down menu if it is more convenient. Please take note of the contact information for the office you select for future questions about your shipment.

Click “Next”
You may notice that when you submit an application for a HHG shipment that releases your property from NTS that an excess cost amount appears in the Counseling Menu.

The Counseling menu is located on the left side of your application. As you complete each step of the application process, the counseling menu provides you with your Entitlements. You will see your authorized weight allowance and the remaining weight after completing and submitting each application. The excess cost amount appears below this information.

There may be an excess cost indicated for a variety of reasons. In most cases, an excess cost may be assigned when a member requests pickup/delivery from or to an unauthorized location. Excess cost may also be assigned when a member has multiple shipments and the combined weight of all shipments exceeds the maximum weight authorized.

All applications are reviewed for accuracy and if an excess cost is indeed owing, the member will receive confirmation from the responsible origin counseling office. If you see an excess cost on your application, make sure to discuss this with your origin counseling office.
IMPORTANT!!! Once you have submitted your application, make sure to print DD Forms 1299 & 1797. Your application will not be processed until you provide these signed documents and a copy of your orders.
DD Form 1299 is a one-page form; DD Form 1797 is a two-page form.

You will need to print, sign and drop upload forms and orders into your DPS account.
Once you have printed, signed and scanned your forms back into your computer, they can be uploaded directly into DPS.

Click the “Upload Documents” button
Uploading Documents – cont.

1. Use the Drop-down menu to select the type of document

2. Click browse, locate the document in your files, and select open

3. Click upload

4. You will receive a message stating your document has been successfully uploaded.

Make sure you uploaded BOTH signed documents.
You can check to make sure your documents have been uploaded by clicking the “View Documents” button.

When the Document Management window opens, you will see ALL of the documents you have uploaded. If you need a copy of the document, select the file name and click “Get File”

When you are done viewing your documents, close the Document Management window
Now that you have uploaded your documents you may submit your application. Click “Submit” and say okay to the message from the webpage.

Please note that your application will not be processed until your supporting documents are received. If you are unable to scan and upload your documents directly into DPS, you may still email or fax your documents to the responsible origin counseling office.

To locate the responsible origin office, click the ‘previous’ button to return to the Counseling Office portion; this section provides you with the email and fax number for the counseling office you selected.
Once you have submitted your application, you will receive an automated email from the DPS system that confirms submittal and reminds you to submit your supporting documents. THIS IS NOT CONFIRMATION OF YOUR MOVE!

Supporting documents for a basic HHG shipment include a copy of your orders (including any amendments & modifications) and SIGNED copies of DD Forms 1299 & 1797. If anyone other than the member signs these forms make sure to also provide a copy of your Power of Attorney. If you are requesting a pickup from your Home of Record (HOR), also include a copy of your Enlistment Contract or Officer Commissioning letter that shows your HOR. If you are requesting pickup for dependents, please include a copy of your page 2. If you are separating/retiring, you may be asked for a copy of your DD 214. Your counseling office will contact you if any additional documents are required.
For technical assistance contact the DPS Helpdesk available 24/7:

- Toll-Free: (800) 462-2176
- Commercial: 618-589-9445
DTR: https://www.ustranscom.mil/dtr/dtrp4.cfm
NAVSUP Navy Website: www.navsup.navy.mil/household
US Marine Corps Website: http://www.marines.mil/
Army Website:
US Air Force Website: www.ppahq.af.mil
US Coast Guard Website: www.uscg.mil/
POV Locator: http://www.pcsmypov.com/
Shipping a POV: www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
Storing a POV: www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
Weight Estimator: https://www.move.mil/resources/weight-estimator
It’s Your Move Booklet: www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf