Creating a Basic HHG Shipment
How to: create a basic HHG shipment request.
For this training session, we are using as an example, PCS orders within CONUS.

- Scenario: NAVY member is an E-6 and has PCS orders from Shore Duty at Bremerton, WA to Sea Duty on the Abraham Lincoln at Norfolk, VA. Our member has dependents and is shipping a motorcycle with his household goods.

NOTE: These instructions are a continuation from previous how-to guides. To enter orders information, see our guide “Creating a Profile & Entering Orders Information” on our website at http://www.navsup.navy.mil/household/dps
Returning Users: Your DPS Homepage will show all move requests submitted or processed in the DPS system. To create a shipment click the blue down arrow next to the correct orders.

New Users: click “Start a New Move” and continue on slide 5

NOTE: If you are continuing your application from the orders information guide, jump to slide 5

TIP: If you have not entered your new orders information please review our guide “Creating a Profile and Entering New Orders” before continuing!
Returning Users: Your DPS Homepage will show all move requests submitted or processed in the DPS system. To create a shipment click the blue down arrow next to the correct orders to expand edit capabilities.

**TIP:** If you have not entered your new orders information please review our guide “Creating a Profile and Entering New Orders” before continuing!
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 read the information as it contains 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”.
At the Pickup and Delivery page, you will enter the information for your dates, your pickup and delivery address, your In-Transit/Emergency Contact address, indicate any additional locations and name your Releasing and Receiving Agent(s).

Say “no” to the local move question

Using the Calendar Icon, select the date you would like your property picked up and delivered.

- **TIP**: A desired delivery date is simply the date you will be available at destination to take delivery of your shipment. All dates for pack, pickup and delivery are confirmed with the Transportation Service Provider (TSP or carrier) assigned to your shipment.
Next you will provide your authorized pickup and delivery addresses as well as your requested pickup and delivery address.

You will need to add each address using the rolodex icon next to the item field. In the popup window, click the ‘Add Address’ button.

*TIP: A member is authorized pickup and delivery from an address in the same area as his current and new duty station. Members can request pickup and delivery from/to any area, but there may be an excess cost*
In the popup window, enter your pickup address.

Enter a phone number where you can be reached by the Personal Property Office and the Transportation Service Provider (TSP or carrier).

Make sure that CONUS is selected under location.

Type the name of the pickup City

!!!IMPORTANT!!! Do NOT hit the enter key after typing in the city name. A list of cities with the name you typed will populate in the drop down menu. Select the correct City/State/County/ZIP.

Click the ‘Save Address’ button.

TIP: You can add/edit all of your addresses at the same time. Click ‘Add Address’ for each new entry and ‘Save Address’ when done.

TIP: For your delivery address, the street address in line 1 is not a required field. If you do not have an address at destination you can leave this line blank however you MUST provide a phone number and enter/select the city/state of your destination.
When you have finished adding all of the addresses, use the radio buttons in the “Select” column and choose your authorized and requested pickup/delivery addresses.

Click OK.

The address will populate in the pickup Address field.
Repeat the previous steps to add all of your authorized and requested pickup and delivery addresses
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.

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.
For your Intransit/Emergency Contact Addresses, click the plus (+) sign, select or add the Intransit address and click ‘OK’.

Repeat the steps for any Additional Locations.

TIP: You may request an additional pickup and/or delivery as long as it is within the same AOR as your authorized locations (usually within 30 miles of pickup/delivery)
Intransit/Emergency Contact & Additional Pickup Delivery Addresses

Make sure to choose the correct address in the listing and click OK

Enter your address information

REMEMBER – do not hit enter after typing in the City – choose the correct city/state/ZIP from the dropdown menu

Click ‘Save Address’
Once you have added and selected your addresses, they will populate in the correct fields.
Members may authorize a Releasing and/or Receiving agent to act on their behalf at origin and destination. 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 page, members will indicate the estimated weight of their shipment.

Members can use the Weight Estimator tool that is available at the right of the weight field however a great rule of thumb is to estimate 1,000 lbs per room.

If members are claiming Pro Gear for themselves or their spouse, it must be indicated. Members who claim Spouse Pro Gear must provide a signed inventory of items to the origin personal property office.

Indicate any special items; add any additional information; click Next.
The weight estimator form will help you to establish the weight of your shipment.

Read the disclaimer then check the acknowledgement box and click “Show Estimator”

The estimator tools allows you to enter the number of items you have in each room and then provides the weight of each item. At the end of the form, click the “Go” button and the total weight of the items indicated in the form are placed in your application.
If 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.

If you say no to the firearms question, you are required to certify that your shipment does not contain firearms. Click ‘Next’ when you have added all of your firearms information.
The Scheduling page provides you with an estimate time for packing and pickup based on the weight estimate you provided in your application.

You will also see the transit time for your shipment. Transit time is based on origin and destination locations as well as the estimated weight of the shipment.

In addition, you will be able to request a direct delivery and whether you have a preferred or non-preferred Transportation Service Provider (TSP or carrier).
On this section of the Scheduling Page, the blue highlighted section provides you an estimate of your packing and pickup days and the number of days your shipment will take to arrive at destination.

Note that all dates are negotiated between you and the TSP assigned to your shipment. The Desired Pickup Date is the date you requested to have your shipment picked up. Depending on the estimated weight of your shipment, additional days for packing may be required and those dates are added prior to shipment pickup date.

Your Desired Delivery Date is the date you entered in your application. This is the date you will be at destination and available to take delivery of your shipment.

The Estimated Shipment Arrival date is the date that your shipment is expected to arrive at destination. This is NOT your actual delivery date but is based on the transit time allowed for your shipment to reach destination.

ALL DATES are negotiated and confirmed with your TSP.
Direct Delivery Request
If you have an address and would like your property delivered directly to that address select (Yes). If you do not have a delivery address select (No).

Preferred TSP
Say ‘yes’ to this question if you have a company you would like to have pack, pickup and deliver your shipment and provide the name of the company. Say ‘no’ to this question if you do not have a preferred provider.

Non-Preferred TSP
Say ‘yes’ to this question if you have a company that you would *not* want to be responsible for your shipment. Say ‘no’ to this question if you do not have a non-preferred provider.

Click “Next”
Responsibilities

Read & check Acknowledgement box

Click “Next”

IMPORTANT: this is part of your online counseling; by checking the box you are acknowledging that you are aware of your rights and responsibilities.
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.

Use the drop down menu to select your local counseling office. You will need to make note of the contact information that populates on the page. This is where you provide your supporting documents so your application can be processed.

Click “Next”
IMPORTANT!!! After 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 to the responsible origin counseling office.

You are now able to upload your documents into DPS – the next several slides will show you how to upload and/or view uploaded documents.
DD Form 1299 is a one-page form; DD Form 1797 is a two-page form.

Please **do not forget to SIGN** your forms.

Once you have printed and signed your forms, scan and save them to your computer.
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
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.
You will receive a notice confirming you have successfully submitted your application. If you need to make any changes to your information or cancel your shipment, you must wait until your application is processed.

It takes approximately 2-3 weeks from the time all supporting documents are received for an application to be processed. During Peak Season (mid-May through August) this timeline can be increased up to 6 weeks.

To create an additional shipment request (i.e. a Personally Procured Move (PPM), an Unaccompanied Baggage (UB) shipment or a Non-Temporary Storage (NTS) shipment, follow the steps in the middle of the page.
Email Confirmation

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 PACK/PICKUP DATES!**

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

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

OR

Email us at [householdgoods@navy.mil](mailto:householdgoods@navy.mil)
For assistance, email: householdgoods@navy.mil / call: 855-HHG-MOVE (444-6683)
Thank You........

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