

Customer Letter of Intent (LOI) Process

Prior to Orders Issue

Email contains the following attachments

1. Ready Set Move Brochure
2. NAVSUP Moving Responsibilities Brochure
3. Authorized Weight Chart
4. Know Before you Go Pamphlet (Overseas Only)
5. Pickup/Turn In POV directions

Email contains the following Links:

1. <https://www.navsup.navy.mil/household>
2. <https://www.navsup.navy.mil/household/dps>
3. https://www.navsup.navy.mil/household/time_to_move
4. https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

Navy Personnel Command (NPC) will provide a LOI to Members

Items Customer can complete with LOI:

1. Complete operational (sea duty) screening
2. Update security clearances
3. Take permissive TDY for residence hunting
4. Start entitlement counseling
5. Create application for the movement of HHG
6. Reserve Airline Tickets

Member will receive an Proactive email from GLS

Customer Completes the Application in DPS

1. Create Application in DPS
2. Answer "Yes" to question do you have hard copy orders?
3. Use NAVYLOI as Order #
4. Use current date for Order Date
5. Upload Signed DD1299 / DD1797 and LOI if available
6. Submit DPS Application to Counseling Office

Counseling Office will work with GLS personnel to secure a copy of the Member's Orders before submission of application to Route and Award queues

Counseling Office will wait to process until Orders are received

REMEMBER:
Your application to move Personal Property can NOT be processed until the Counseling Office has a copy of your Official Orders which authorizes the move.

Orders Issued

Customer's orders are received by GLS

GLS Provides the Counseling Office the following Info via email:

1. Customer's Name
2. Customer's Requested Pickup Date
3. Type of Shipment (HHG, UB, PPM)
4. Copy of orders

GLS contacts responsible Counseling Office to process application

Counseling Office will update DPS application and submit to Booking Office

Personal Property Booking Office will award shipment to Mover

Customer receives email from DPS confirming request for movement of Personal Property

LEGEND	
Customer	(Green)
NPC	(Purple)
GLS	(Orange)
PPSO/JPPSO	(Light Green)
Counseling Office	(White)