

## 7. Track Shipment

- a. a. Log in to DPS
- b. Click "Shipment Management" tab.
- c. Expand Main menu on the left side.
- d. Locate correct Shipment to view

## 8. Arrange Delivery

- a. Log in to DPS
- b. Click "Shipment Management" tab.
- c. Expand Main menu on the left side.
- d. Locate correct Shipment and to:  
Update Address/Contact info: click [View/Edit](#)  
Request Delivery : click [Delivery Request](#)  
Request Reweight: click [Request Reweigh](#)  
Storage Extension: click [Request Temporary Storage Extension](#).
- e. To monitor the requests submitted, expand the Main menu and select Shipment Requests

## 9. File Loss / Damage Report or Claim

The Claims process is broken down into three steps: Filing a Loss/Damage Report, Filing a Claim and Negotiating Settlements. For detailed instructions on completing any portion of your claim you may find "how to" guides at <http://www.move.mil/dod.htm#afterDelivery>

## 10. Customer Satisfaction Survey (CSS)

**YOUR OPINION MATTERS!** The CSS has a direct impact on all future shipments. CSS scores for each moving company affect how many shipments they will receive in the future. If you had a good or bad move, the CSS is your way of helping improve future moves for you, your fellow service members, and your families. You can call 1-800-462-2176 option 5 to complete the CSS.

### TO START OR SUBMIT AN APPLICATION:

[www.move.mil](http://www.move.mil)

Step by Step guidance on submitting an application:

[www.navsup.navy.mil/household/dps](http://www.navsup.navy.mil/household/dps)

### DPS Technical Assistance:

**DPS Service Response Center**

Phone: 1-800-462-2176 option 5

Email: [sddc.safb.dps@us.army.mil](mailto:sddc.safb.dps@us.army.mil)

**Transportation Office Locator:**

[www.move.mil/common/locator\\_maps/](http://www.move.mil/common/locator_maps/)

### Helpful Links:

**Customer Responsibilities:**

[www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)

**DOD Civilians:**

[www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_2.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf)

**Where is my car:**

[www.pcsmypov.com/](http://www.pcsmypov.com/)

**Weight Scale Locator:**

[www.move.mil/common/locator\\_maps/scale.cfm](http://www.move.mil/common/locator_maps/scale.cfm)

**Customer Contact Center:**

Air Force: 210-321-4237

Navy: 855-444-6683

**Email:**

Air Force: [hqppa.psi@us.af.mil](mailto:hqppa.psi@us.af.mil)

Navy: [householdgoods@navy.mil](mailto:householdgoods@navy.mil)

**Social media links:**

Air Force: [www.facebook.com/ppahq1](http://www.facebook.com/ppahq1)

Navy:

[www.facebook.com/navyhq](http://www.facebook.com/navyhq)

[www.pinterest.com/navyhq](http://www.pinterest.com/navyhq)

[www.youtube.com/navyhq](http://www.youtube.com/navyhq)

[www.twitter.com/navyhq](http://www.twitter.com/navyhq)



**PERSONAL PROPERTY /  
HOUSEHOLD GOODS**

**READY. SET.**

**MOVE!!**



## SETTING UP A MOVE

Have you ever heard the old saying “It’s Your Move?” With the Defense Personal Property System (DPS), it really is Your Move. DPS improves the household goods relocation experience and streamlines move management.

**Why Should I use DPS?** DoD is moving towards self-service options.

- Submit your move paperwork and complete self-counseling
- The ability to track shipments
- The option to file a claim online and to settle a claim directly with your Transportation Service Provider (TSP)
- Full Replacement Value (FRV) of lost and damaged goods
- The opportunity to make sure only quality, reputable companies handle and ship your property by completing the Customer Satisfaction Survey (CSS).

### 10 STEPS TO DPS

1. Obtain a User ID and Password from Electronic Transportation Acquisition (ETA)
2. Check compatibility/Turn off pop-up blockers
3. Log In/Acknowledge Branch of Service Information
4. Complete the Self Counseling
5. Provide supporting documents
6. Receive move confirmation
7. Track shipment
8. Arrange delivery
9. File Loss/Damage report and/or Claim
10. Complete Customer Satisfaction Survey

#### 1. Obtaining a User ID & Password from ETA

- a. Go to [www.move.mil](http://www.move.mil)
- b. **Turn off pop-up blockers**
- c. Click on the blue words **DPS Registration** at the top of the page
- d. Click on the gray box that says “DOD Service Member and Civilian Registration”
- e. Complete the form by entering the information
- f. Confirm all information is correct (make changes if necessary)
- g. Receive email
- h. Sign in to ETA
- i. Answer Security Questions
- j. ETA will assign you a User ID
- k. **WRITE DOWN PASSWORD!!!**

#### 2. Check Compatibility / Turn off pop-up blockers

DPS works with Internet Explorer (IE) versions 5.5 or newer and Firefox 3.6 and Safari 4.x. For complete instructions and help on making sure your browser is compatible and disabling your popup blockers visit <http://www.move.mil/html/popupblocker.html>.

You may also call the DPS Help Desk at 1-800-462-2176 option 5, 24/7.

#### 3. Log In/Acknowledge Branch of Service Information

- a. Log in to DPS
- b. In the center of your homepage click the link for your branch of service information.
- c. Information opens in a new window; read the tips and information your branch of service wants you to know about using DPS and close the window.
- d. Click the words in the red box “Click Here to Acknowledge Service Specific Information”

*TIP: If you don’t see the red box, click any other tab at the top of the page to refresh the system. **DO NOT** click the refresh screen button.*

#### 4. Complete Self Counseling

- a. After you have acknowledged branch of service, click “Self Counseling” tab at the top OR in the lower bottom right-hand corner.
- b. Create or update profile
- c. Enter orders information
- d. Create Shipment request
- e. Give origin office required documents

#### 5. Provide Supporting Documents

**Applications will not be processed until ALL required documents are received by the origin counseling office.**

Depending on your destination and type of move requested documents can include:

- Orders
- Signed DD Form 1299, *Application for Shipment*, and DD Form 1797, *Personal Property Counseling Checklist*
- Power of Attorney
- Dependent Entry Approval (if going overseas)
- POV/Motorcycle registration
- Page 2

Once all necessary documents are received your application is processed and your move is assigned to a TSP.

#### 6. Receive Move Confirmation

Within 3 days of your shipment being booked, you will receive an email that contains the TSP contact information. When your pack date nears, the TSP will schedule a pre-move survey and finalize your pack/pickup dates.

*NOTE: If you have requested a Personally Procured Move (PPM), coordinate with your local Personal Property Office for the approved paperwork.*