

ALL THESE PROCESSES ASSUME YOU ALREADY HAVE A DPS ACCOUNT AND ARE USING A CAC:

Cut and paste this link to your web browser to access the DPS main page. Select “Accept” to comply with the Security Banner.

<https://dps.move.mil/cust/standard/user/home.xhtml>

Scroll down until you see the below screenshot and on the left side of the page is the SORT TOOL and you will begin the process for this action using the SORT TOOL.

IF YOU ARE CREATING A SHIPMENT: CLICK THE RADIO BUTTON FOR “THIS IS A NEW SHIPMENT” and follow the checklist in the SORT TOOL and you will be guided to the legacy DPS or the new Global HHG Contract (GHC) program and comply with the SORT TOOL to determine which system will provide shipment applications.

If the SORT TOOL sends you to DPS, follow this tutorial for the Counseling Module within the Defense Personal Property System (DPS).

If the SORT TOOL sends you to the Global Household Goods Contract, follow the instructions in the SORT TOOL and if you have issues, contact your local DMO or if not on a Marine Corps installation, the local Personal Property Processing Office (PPPO) or the Transportation Office since the military Services call these offices different titles.

IF YOU ARE UPDATING A CURRENT COUNSELING APPLICATION OR SHIPMENT ALREADY LOADED TO DPS, CLICK THE RADIO BUTTON “This is for A SHIPMENT ALREADY IN DPS” and comply with the instructions from there which should mirror this or other tutorials provided in the “PCS Move Resources” website.

The screenshot shows a web browser window with the URL dps.move.mil/cust/standard/user/home.xhtml. The page is titled "Application Notices" and contains the following sections:

- Application Notices:** For system questions or support, please contact the System Response Center (SRC) via 1-800-462-2176 or usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil. For OCONUS users, please contact your local operator for DSN dialing instructions.
- DPS Login Options:**
 - Customer (I need to ship Personal Property):**
 - This is for a
 - New Shipment
 - Shipment already in DPS
 - [Next](#)
 - Supporting Role (DOD Personnel in the DP3 Enterprise and TSPs):**
 - [Register in a Supporting Role](#)
 - [Log in with Certificate](#)
 - [Log in with YubiKey](#)
 - [Log in to ETOPS with Certificate](#)
- PII Disclaimer:**

The browser's taskbar at the bottom shows the Windows Start button, a search bar, and several application icons. The system tray on the right indicates the time is 8:27 AM on 9/5/2024.

Get an overview of the online moving process with pro tips from experienced customers and counselors.

Need more? Visit or call your [local transportation office](#).

TUTORIAL

Cancel a Shipment

1 of 3



[Logout](#)

Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guides

Welcome to DPS

Start a New Move Shipment Management Customer Satisfaction Survey Claim History

Current Move

04 Dec 2017: WASHINGTON to BROOKLYN
Order Number 12345433333
Order Type Permanent Change of Station

Shipment Status 1-HHG:			
GBL No:			
Desired Pickup Date 22 Dec 2017	Origin 123 MAIN STREET ALEXANDRIA, VA 22311 UNITED STATES	Destination 3073 US-1 33 AUGUSTA, GA 30906 UNITED STATES	
Actual Pickup Date	Move Type 1-HHG: Household Goods	Estimated Shipment Weight 6000 lbs	Print DD1299 Shipment Application
Assigned Counselor	Total Pro-Gear Weight 2000 lbs - Service Member 0 lbs - Spouse	File a Claim	Complete Survey
Moving Company			

Shipment Status 2-PPM:
GBL No:

INSTRUCTIONS

Sign in to [DPS](#). Select "Edit My Shipment Info" to locate the shipment you want to cancel. Shipments are listed by Orders number.

You must also contact your [local Transportation office](#), and request a cancellation in writing, since you may have already been assigned a Moving Company.



Pro-Tip: Since you can have more than one shipment per Order, it's important to carefully select only the shipment you want to cancel.

Need help getting to this page? Check out the [Returning User Login](#) tutorial.

Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guides

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact
- My Orders
 - Enter Order Information
 - View Documents
- Order (12345433333)**
 - Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Shipment**
 - Create New Shipment
 - Current Shipment**
 - 2-PPM**
 - Pickup Information
 - Delivery Information
 - In-Transit/Emergency Contact Information

- Entitlements
- PCS: 18000 lbs.
- Remaining PCS:10000 lbs.

Current Shipment

Customer:

Shipment 2 - Personally Procured Move (PPM)

Pickup Information
You are starting your PPM move on **29-Dec-2017** from address:
123 Main Street
ALEXANDRIA, VA 22311
202-555-5555

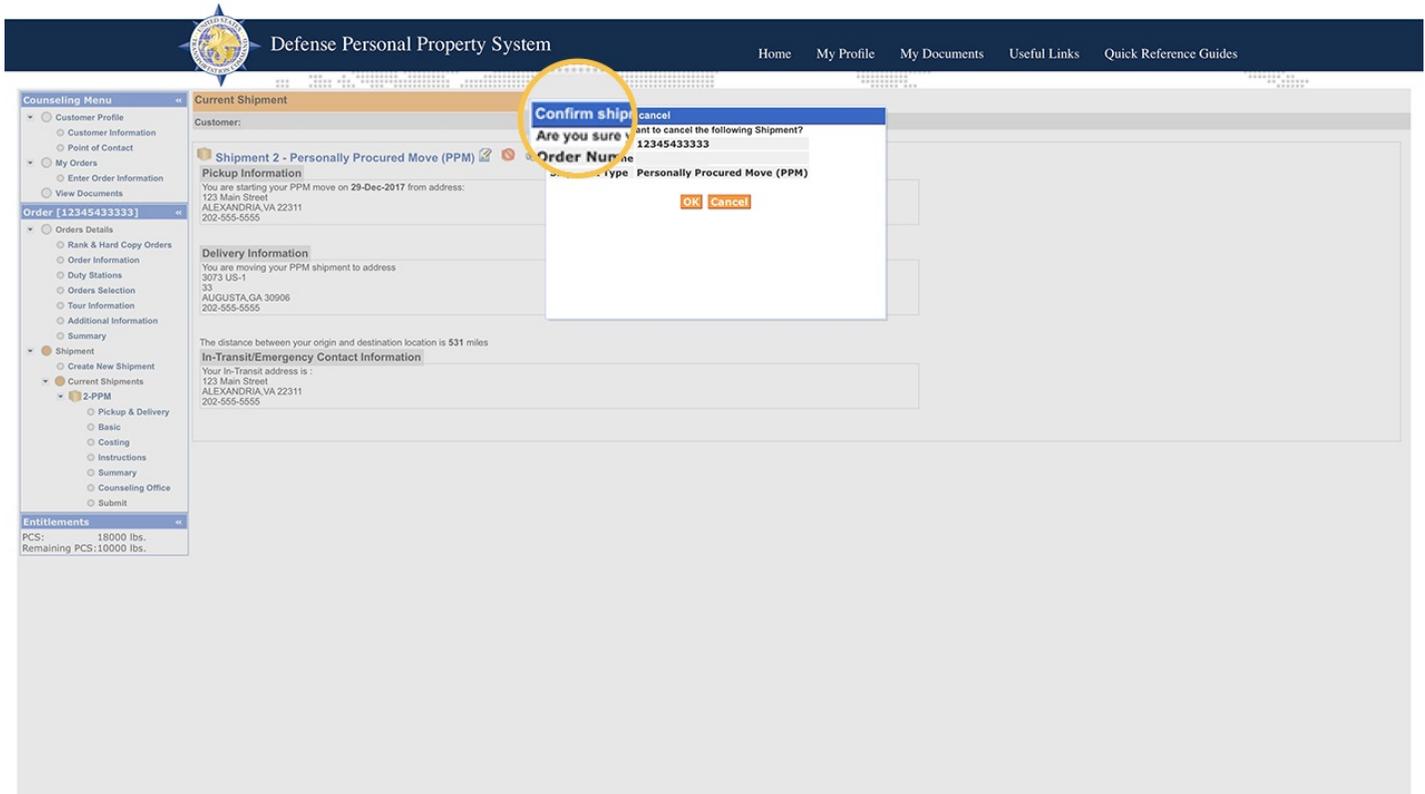
Delivery Information
You are moving your PPM shipment to address:
3073 US-1
33
AUGUSTA, GA 30906
202-555-5555

The distance between your origin and destination location is **531** miles

In-Transit/Emergency Contact Information
Your In-Transit address is :
123 Main Street
ALEXANDRIA, VA 22311
202-555-5555

INSTRUCTIONS

Click on the Shipment item from the menu on the left, and click the Cancel icon.



Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guides

Confirm shipment cancel
Are you sure you want to cancel the following Shipment?
Order Number: 12345433333
OK Cancel

Current Shipment

Customer:

Shipment 2 - Personally Procured Move (PPM)

Pickup Information
You are starting your PPM move on 29-Dec-2017 from address:
123 Main Street
ALEXANDRIA, VA 22311
202-555-5555

Delivery Information
You are moving your PPM shipment to address:
3073 US-1
33
AUGUSTA, GA 30906
202-555-5555

The distance between your origin and destination location is 531 miles

In-Transit/Emergency Contact Information
Your In-Transit address is :
123 Main Street
ALEXANDRIA, VA 22311
202-555-5555

Entitlements
PCS: 18000 lbs.
Remaining PCS: 10000 lbs.

INSTRUCTIONS

Confirm this is the shipment you want to cancel, and click "OK".

You must also contact your [local Transportation office](#), and request a cancellation in writing, since you may have already been assigned a Moving Company.



Maintained by
USTRANSCOM

United States Transportation Command

Technical Help Desk

For help using Move.mil or Electronic Transportation Acquisition.

Phone

Toll-Free: [\(800\) 462-2176](tel:8004622176)

Commercial: [\(618\) 589-9445](tel:(618)589-9445)

Email

usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil

Submit a ticket online

<https://src.servicenowservices.com/src/>