

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.

UNCLASSIFIED

PCS Tutorials x CreateShipmentGuide.pdf x DPS - Prod x

dps.move.mil/cust/standard/user/home.xhtml

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

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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

CUI//FNC//OPSEC//PRV//CY//STAT//FEDCON

Search

8:27 AM
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

Dual Military (Mil-to-Mil) Move

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dps.sddc.army.mil

[Logout](#)

Defense Personal Property System

Welcome to DPS

The Defense Personal Property System requires that all user profiles are validated or updated every 30 days. It has been greater than 30 days since your profile has been validated or updated. Please click "Review User Profile" to complete this step. Access to the system will be limited until you have completed this task.

[Review User Profile](#)

USTRANSCOM
United States Transportation Command

24/7 SRC Desk

Phone
Toll Free: (800) 462-2176
Commercial: (618) 589-9445

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

INSTRUCTIONS

If you haven't logged in in a while you'll be prompted to review your profile. Take this opportunity to confirm that everything is up to date.

Check out the [FAQ](#) for details about weight allowances, and examples of Mil-to-Mil move scenarios. Usually, the higher ranking member fills out DPS.



Pro-Tips:

- You'll also be asked detailed information about special items you might ship, like the make and model of your Motorcycle, and even the caliber and serial number of each of your firearms. Get this information organized now to save time later.

- You don't have to have an exact address at your new location to start the move process. Don't wait to schedule your move! The longer you wait, the more likely that your preferred move date will be unavailable, especially if it's during Peak Season. Lines can also get long at your local Transportation Office.
- Turn off your pop-up blocker, otherwise the DPS window won't be able to open.

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Defense Personal Property System

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Welcome to DPS

New Move

Shipment Management

Customer Satisfaction Survey

Claim History

Current Move

01 Aug 2017: PHOENIX to TAMPA
Order Number 123456678
Order Type Permanent Change of Station

Shipment Status 1-PPM:
GBL No:

Desired Pickup Date	Origin	Destination	
Actual Pickup Date			
Assigned Counselor	Move Type 1-PPM: Personally Procured Move (PPM)		
Moving Company	Total Pro-Gear Weight 200 lbs - Service Member 0 lbs - Spouse		

[Edit My Order/Shipment Info](#)
[Print DD1797 Counseling Checklist](#)
[Print DD1299 Shipment Application](#)
[File a Claim](#)
[Complete Survey](#)

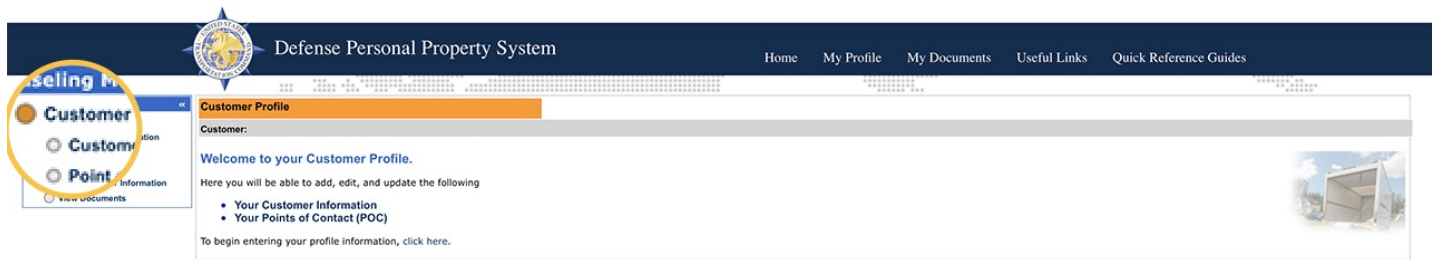
[Add another shipment](#)

INSTRUCTIONS

Otherwise you'll be brought to the DPS Homepage. Here you'll find a snapshot of your current or past moves.

Click "Start a New Move" to begin your application.

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Customer Profile

Customer:

Welcome to your Customer Profile.

Here you will be able to add, edit, and update the following

- Your Customer Information
- Your Points of Contact (POC)


To begin entering your profile information, click here.

INSTRUCTIONS

Fill out your Customer Information and Permanent Contact Address. The "Permanent Contact Address" is an address that's not part of this move. It needs to be a place where the Transportation Office could get in touch with you in case of emergency. This could be a friend or relative. Addresses are saved in DPS so you don't have to fill it out each time you schedule a move.



Pro-Tip: You can check your progress in the Counseling Menu on the left side of the page.

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Point of Contact

Customer:

Please identify at least one personal contact who will know how to reach you at origin, while in-transit, or at your new destination and would be willing to accept inquiries from your TSP (Moving Company) if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney /Letter of Authorization).
Please click on the **Add Contact** button to add additional contacts to your profile.

ID	Name	Phone	Email	Relationship
1	Joe Smith	443-555-5555		POA, LOA

Add Contact

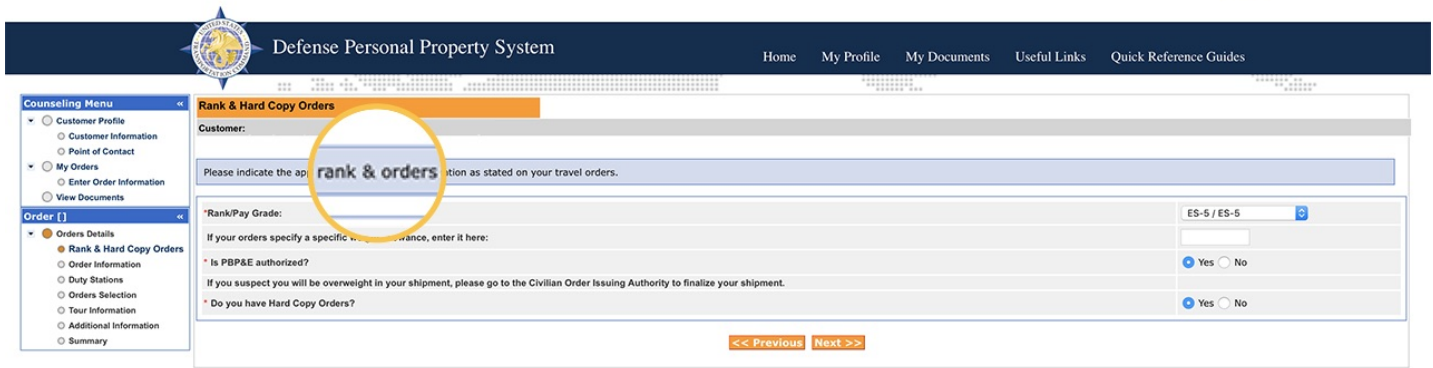
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INSTRUCTIONS

Enter an Emergency Contact who can act on your behalf during the move, if you're unavailable. This person will have access to shipment status, and information.



Pro-Tip: A Letter of Authorization allows you to give another person permission to act on your behalf. Only the service member who has official orders can write this letter of authorization.



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Order []

- Orders Details
 - Rank & Hard Copy Orders**
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Rank & Hard Copy Orders

Customer:

Please indicate the appropriate rank & orders information as stated on your travel orders.

*Rank/Pay Grade: ES-5 / ES-5

If your orders specify a specific weight allowance, enter it here:

* Is PBP&E authorized? ☒ Yes ☐ No

If you suspect you will be overweight in your shipment, please go to the Civilian Order Issuing Authority to finalize your shipment.

* Do you have Hard Copy Orders? ☒ Yes ☐ No

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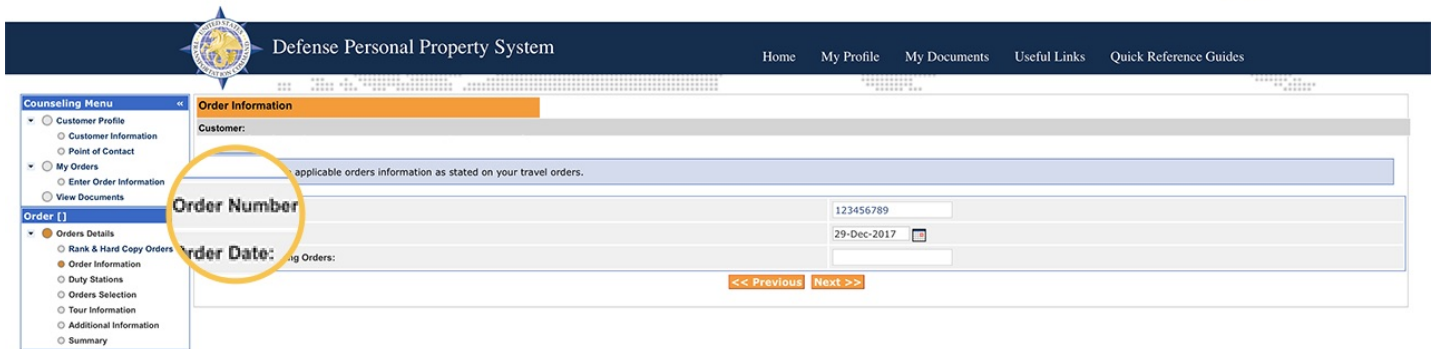
INSTRUCTIONS

Now you're ready to enter your Orders information, which begins the move process. Here, indicate your rank, and whether or not you're allowed PBP&E. This information allows DPS to calculate your shipment weight allowance, if it wasn't part of your orders.



Pro-Tip: PBP&E is the "pro gear" or professional equipment you might need to ship. There are additional allowances for you and your spouse. It doesn't count towards your weight allowance - just make sure you itemize it!

A "Hard Copy" of your orders refers to the physical piece of paper that you received, and that your orders have officially been cut. You'll need to scan and upload a PDF of your orders.



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Order Information

Customer:

applicable orders information as stated on your travel orders.

Order Number

123456789

Order Date:

29-Dec-2017

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INSTRUCTIONS

Next, enter your Orders Number and Date.



Pro-Tips:

- The location of your Orders Number on the orders, varies by branch. Typically, the Army and Navy list the number in the upper left of the document, while the Marines list a Standard Document Number (SDN) on the bottom right. For the Air Force, look in box 27 of your Orders form.
- Your Orders date is the date the orders were cut or issued.

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Order [1234543333]

- Orders Details
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Duty Stations

Customer:

Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the city to select the location from the drop down list.

Current Duty Station

City: Not Specified
State: Not Specified
County: Not Specified
Zip Code: Not Specified
Enter Location

New Duty Station

City: Not Specified
State: Not Specified
County: Not Specified
Zip Code: Not Specified
Enter Location

If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.

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INSTRUCTIONS

Enter address of your Current Duty Station (the one you're leaving), and your New Duty Station (the one you're going to). Click the orange box, then enter only the first 4 letters of the city to locate the address.

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Order Selection

Customer:

Step 1: Select an Order Type from the drop-down menu below. If you do not see yours listed, select "Various" for more options.
Step 2: Select the appropriate Authorized Order from the list. If the options listed do not appear on your orders, please contact your local Counseling office for assistance.

Order Type:

Local Move
 Permanent Change of Station
 Retirement
 Separation
 Temporary Duty
 Various

The assignment, detail or transfer of a member or unit to a different Permanent Duty Station (PDS) under a competent order that do not specify the duty as temporary, provide for further assignment to a new PDS, or direct return to the old PDS.

Authorized:

☐ PCS with TDY Enroute
☒ Shipment of HHG Permitted

Document Management:

* Please upload a copy of your orders document.

Upload Documents View Documents

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INSTRUCTIONS

Specify your authorized Order Type, and indicate what type of shipment you'd like to create. Next, upload a copy of your Orders document.


Upload both sets of Orders for you and your spouse.



Pro-Tips:

- Can't find your type? Check out the category "Various" to see miscellaneous move types.
- Even though you've uploaded your orders in DPS, it's a good idea to reach out to your Transportation Office after you submit your application, to make sure they have everything they need to book your shipment.

[Logout](#)

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 - Current Shipments
- 1-HHG

Entitlements

PCS: 18000 lbs.
Remaining PCS:12000 lbs.
Excess Cost:\$155.32

Order Selection

Customer:

Step 1: Select an Order Type from the drop-down menu below. If you do not see yours listed, select "Various" for more options.
Step 2: **Upload Documents**

Order Type

- Local Move
- Permanent
- Retirement
- Separation
- Temporary
- Various

Document Management

DPS File Upload

Document Type

Order

Orders2017.pdf

Upload

Authorize

Document

Please

Close

INSTRUCTIONS

To upload your orders, click Browse to find the document on your computer. Then you must click upload to save the document to the DPS system. You'll receive a message in green that your Orders were successfully uploaded.

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Current Shipments

14HQ

Entitlements

PCS: 18000 lbs.
Remaining PCS:12000 lbs.
Excess Cost:\$155.32

Tour Information

Customer:

Please indicate the applicable orders information as stated on your travel orders.

New Duty Station

Culver City, CA

Report Date

29-Dec-2017

Do you have dependents?

Spouse if Applicable

☒ Yes ☐ No

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INSTRUCTIONS

Next, enter your new Duty Station and indicate whether or not you’re moving with dependents (including a spouse).

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- Entitlements
- PCS: 18000 lbs.
- Remaining PCS: 12000 lbs.
- Excess Cost: \$155.32

Additional Information

Customer:

Based on the information provided on previous screens, please indicate if any of the following will apply to your upcoming move.

Orders Additional Information

Are You Shipping a POV?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are You Shipping a Motorcycle?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Are You Shipping a Household Goods (NTS)?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Do you currently have items in Non-Temporary Storage(NTS)?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Orders Specific Questions

Will you be storing your Household Goods instead of shipping them?	<input type="radio"/> Yes <input checked="" type="radio"/> No
--	---

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INSTRUCTIONS

Finally, in the Additional Information section, you'll specify if you need to ship a motorcycle, or need to remove any items from Non Temporary Storage, left over from a previous move.




Pro-Tips:

- A POV is your Personally Owned Vehicle, and in this context, a Mobile Home is an RV.
- Not all locations, in particular OCONUS, allow you to ship a motorcycle and a POV.

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Create New Shipment

Customer:

Any update to personal Profile? Click here

Based on the information you have provided, you are entitled to create the shipments listed in the menu below. Please keep in mind that in order to avoid excess costs the total actual weight of all your shipments should not exceed your authorized weight entitlement. If the total actual weight of all shipments under this set of orders exceeds the entitlement, you will be subject to excess cost.

You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to request additional shipments.

Avoid Excess Costs
 Make your move easier and avoid excess costs by following a few simple rules in planning your move:


- When basic household goods shipments are from the same point of origin and going to the same destination, avoid scheduling extra shipments.
- Avoid shipping unauthorized items. If unauthorized items are discovered in your shipment, you will incur extra costs.
- Get rid of unwanted items because they only add weight.
- Make sure you or a designated agent is at the pickup and delivery addresses between 8:00am and 5:00pm on the date that the packers and movers are scheduled to arrive.

You may only select and process one type of shipment at a time. Once the shipment data has been completed, you will have the opportunity to request additional shipments from the Menu below.

Entitlements	Type Of Shipment	Brief Description
PCS: 18000 lbs. Remaining PCS: 18000 lbs.	Household Goods	Items associated with home and all personal effects belonging to member and dependents on the effective date of the member's PCS or TDY order that may be legally accepted and transported by an authorized commercial transporter.

Create

☐ HHG

Will the shipment selected above be created as a Personally Procured Move(PPM)? 

☐ Yes ☒ No

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INSTRUCTIONS

Now that you've entered your Orders information, you must "Create New Shipment" specific for those orders. Select the type of shipment you want to create, like "HHG", and specify whether or not it will be a Personally Procured Move (PPM).



Pro-Tip: You can create more than one type of shipment per Orders. For example, you can schedule an HHG shipment for the majority of your belongings, and an additional PPM shipment for the ones you'll move yourself in your car. You just have to repeat this "Create New Shipment" process for each shipment.



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Entitlements

PCS: 18000 lbs.
Remaining PCS: 18000 lbs.

Shipment Information

Customer:

Please find information regarding the shipment you have selected to create. You will be required to acknowledge that you have read the information before proceeding.

HHG

Household Goods (HHG): Items associated with the home and personal effects belonging to the customer and dependents on the effective date of the customers orders. Only items that may be legally transported by commercial carrier are allowed.

HHG may include:

- Weapons
 - Vehicles other than POV: Such as motorcycles, mopeds, Jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
 - A small vessel used to travel on the water, powered either by wind, oars, or motor.
 1. 14 feet or less in length and 6 feet 10 inches or less in width and 6 feet 5 inches or less in height: Boats with or without associated trailer can be shipped in your HHGs.
 2. Over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 5 inches in height: Boats with or without associated trailer can be processed as a One-Time-Only (OTO) shipment.
 3. Employees are not authorized to ship a boat/personal watercraft at government expense if the overall length of the boat/personal watercraft (with or without associated trailer) is over 18 feet (exception - primary residence).
- Note: Shipping a boat may result in excess costs for the member/employee. You are responsible for paying all accessorial charges associated with shipping your boat and you are responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/ trolling poles and outriggers must be lowered to meet dimensional requirements or removed.
- Spare parts for POV: Including extra tires, wheels, battery chargers; replacement parts subject to normal wear such as spark plugs, filters, hoses, fan belts; tools, tune-Up or repair kits; seasonal items such as snow and ice removal equipment and heaters; special seats and beds for children.

HHG may not include: Live ammunition, live animals, including birds, fish and reptiles, mobile homes, camper trailers, airplanes, farming vehicles, privately-Owned vehicles (POV) such as a car, van or truck (except motorcycle), building materials or cordwood, goods for sale or commercial use, perishable items, including plants (except for local move), goods not for member or dependent use or items acquired after effective date of orders.

Entitlements: Your entitlements are based on the type of orders issued to you, however, your basic entitlements include the shipment of your household goods to your next duty station.

Weight Allowance: There are two kinds of weight allowances:

- PCS weight allowance, which is based on your pay grade and whether you have or do not have dependent(s).
- Temporary weight allowance, which is for those of you who are going on temporary duty or PCS with temporary duty en route. It is strictly for items required by you while you are on temporary duty; it is not intended for dependents. Upon completion of your temporary duty, you may ship this weight to your ultimate duty station.

Weight Restriction at New Duty Station (if any): Some overseas areas restrict the amount of weight you are authorized to ship. Review the personal property consignment guide to view if there are any types of shipping restrictions based on your shipments destination. You are authorized to store your personal property at government expense or your personal property to a designated location if a weight restriction is in place.

Excess Cost: It is your responsibility to reimburse the government for any excess cost incurred by your shipment(s). You will be required to pay excess cost:

- If you exceed your authorized weight allowance, either on your PCS or temporary weight allowances.
- If you choose to ship to other than an authorized place and it costs more to do so.
- If you request special services such as special routing, special loading, or any other services not provided under ordinary rates.
- If you request more than one household goods shipment from the same point of origin to the same point of destination.
- If you ship unauthorized articles in a shipment which are discovered after pickup.
- If you or your agent are not at the scheduled pickup or delivery address when movers arrive.

Pickup Date and Required Delivery Date: As part of your application you will be requested to submit a timeframe you are available for packing and pickup. Based on these dates, weight of your shipment, and destination location, DPS will provide you the estimated arrival date of your shipment. You will discuss with the TSP the dates of your pack, pickup, and delivery dates.

Mode/Method of Shipment:

- Household goods will be packaged/wrapped/tagged inside your home, then loaded into wooden containers for overseas moves or loaded in a truck for CONUS moves.
- It will be shipped by surface mode, in almost every instance.
- You will be contacted by a transportation service provider (TSP) once your shipment has been booked. You will discuss with the TSP the date and time of your pack and pickup days.

Unauthorized Items and Disposal of Useless Items:


- Hazardous, or corrosive, or flammable materials, ammunition, building materials, or items not belonging to you or your dependents, or items or products for your own private business are not authorized for shipment.
- Propane gas tanks are unauthorized in your shipment.
- For lawn mower, you must not only drain the fuel but the oil as well.
- For motorcycle, drain fuel, disconnect terminal from battery, and tape it. Oil may remain in the tank, but make sure there is no leakage. If you are putting motorcycle into long-term storage (NTS), remove the battery.

INSTRUCTIONS

Then you'll get some helpful information about a Household Goods (HHG) move. Later on, there will be PPM specific information, if you choose this to be a PPM shipment.



Pro-Tip: Print this information and keep it handy. You may not always have access to DPS throughout your move.

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 - Basic
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 - Submit

Pickup and Delivery

Customer:

Please enter the dates for your move. The dates you enter here are only a request. Your actual pack and pickup dates will be based on the availability of the Transportation Service Provider to handle your shipment.

Is this a 1-4RG? ☐ Yes ☒ No

Pickup Date 22-Dec-2017 **Desired Delivery Date** 26-Dec-2017

Click on the link to view the list of addresses or add an Address. From your address list select your primary pickup and delivery address and select the name of the person acting on your behalf with a Power of Attorney and/or Letter of Authorization if applicable. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment.

To add an address to your list click on the [Add Address](#) link; enter the address information and select 'Save Address'.

Pickup & Delivery	
*Authorized Pickup Address 123 Main Street ALEXANDRIA, VA 22311 202-555-5555	*Authorized Delivery Address 3073 US-1 33 AUGUSTA, GA 30906 202-555-5555
*Requested Pickup Address 123 Main Street ALEXANDRIA, VA 22311 202-555-5555	*Requested Delivery Address 3073 US-1 33 AUGUSTA, GA 30906 202-555-5555
Power of Attorney Select from below Joe Smith 443-555-5555	Power of Attorney Select from below Joe Smith 443-555-5555
Letter of Authorization Select from below	Letter of Authorization Select from below

In-Transit/Emergency Contact Information

3073 US-1

Entitlements
 PCS: 18000 lbs.
 Remaining PCS: 12000 lbs.
 Excess Cost: \$155.32

INSTRUCTIONS

Set your desired moving dates. No matter what dates you enter, your moving dates are not confirmed until you speak with the Moving Company. During peak season there may be black out dates, or other circumstances that prevent your desired dates from being scheduled.

Next, enter the pick-up and drop-off addresses. You can enter additional pickups near your old or new duty stations.

Add a Releasing Agent from your list of Points of Contact, someone who can sign for your pick-up or delivery, if you're unavailable.

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 - Order # Enter Rank Information (i.e. enter the portion of Total estimated weight that is Pro Gear)
 - Only Items
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Basic HHG

Customer:

Please provide information about your shipment.

Shipment Weights Destination Shipping Information (from Consignment Guide)

Total weight of your household goods (i.e. weight of all items that are being shipped) 8,000

Estimated weight of Pro Gear (Pro Gear) 2,000

Weight Estimator Form

How will PBP&E affect my household goods weight?

Special Items included in shipment

<input type="checkbox"/> Grandfather clock	<input type="checkbox"/> Shunk/Large wall unit	<input type="checkbox"/> Plasma TV	<input type="checkbox"/> Gas-powered equipment
<input type="checkbox"/> Spa/Jacuzzi	<input type="checkbox"/> Piano	<input type="checkbox"/> Shed	<input type="checkbox"/> High value items
<input type="checkbox"/> Alcoholic beverages	<input type="checkbox"/> Front load washer/dryer		
<input type="checkbox"/> Utility trailer			

Note: Only utility trailers of a single-axle with an overall length of no more than 12 feet (from rear to trailer hitch); with or without tilt beds and no wider than 8 feet (outside tire to outside tire) can be shipped as part of your HHG. Side rails or the body of the trailer must not be higher than 28 inches (unless detachable) and the ramp/gate for the utility trailer cannot be higher than 4 feet (unless detachable).

Additional Information

Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. JetSki)

Joint Spouse USN E6 Silvia Smith
Order #1234
Estimated total weight of shipment 21,500

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INSTRUCTIONS

First, define shipment weight. Use the [Weight Estimator Tool](#) on Move.mil to get an idea of what your belongings weigh and identify if you have special items like a Jacuzzi or piano.

Next, enter the following information in the 'Additional Information' section:

Spouse name

Rank

Branch of service

Orders Number

Total estimate weight for the shipment



Pro-Tips:

- Your Pro Gear, up to 2,000 lbs, doesn't count towards your estimated weight.
- You'll need to enter the make, model, serial number, and caliber for each firearm.

Logout

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 - PCS: 18000 lbs.
 - Remaining PCS: 12000 lbs.
 - Excess Cost: \$155.32

Additional Items

Customer:

Firearms

Do you want to add a firearm to this shipment?

☒ Yes
 ☐ No

Add/Edit Firearm

*Serial Number: 5553555

*Make: Smith & Wesson

*Model name: Model 41

*Caliber Size or Gauge: .22

*Country of Manufacturer: UNITED STATES

*Firearm Code: C - Acquired from a licensed dealer.

Save Firearm


Cancel

INSTRUCTIONS

Here, indicate if you are shipping any firearms. You must provide detailed information about each firearm you'd like to ship.



Pro-Tip: Here, indicate if you are shipping any firearms. You must provide detailed information about each firearm you'd like to ship.


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Scheduling

Customer:

Based on the total estimated weight of **8,000** pounds, it will take **3** **2 days for packing** 1 day for picking up your shipment. It is estimated that it will take **7** days for this shipment to be delivered to your destination.

Shipment Dates

Note: All dates, including the "Desired delivery date", will be negotiated with the Transportation Service Provider during the premove survey. The "Estimated Shipment Arrival Date at Destination" is the standard transit time required based on the origin, destination, and estimated weight of shipment.

Desired Pickup Date:	Dec 22, 2017	Desired Delivery Date:	Dec 26, 2017
Estimated shipment arrival date at destination :	Dec 29, 2017		

Are you requesting a direct delivery? ☐ Yes ☒ No

Do you have a preferred TSP? ☐ Yes ☒ No

Do you have a non-preferred TSP? ☐ Yes ☒ No

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Entitlements

PCS: 18000 lbs.
Remaining PCS: 12000 lbs.
Excess Cost: \$155.32

INSTRUCTIONS

Now, let's decide on the scheduling of your shipment. You'll get an estimated number of days for packing and shipping, so you can plan your travel accordingly. Everything is an estimate until confirmed by your local transportation office and the moving company.

If you have a preference, here's where you can let us know your favorite (or least favorite) Transportation Service Provider (TSP) also known as a Carrier or Moving Company.


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Entitlements

- PCS: 18000 lbs.
- Remaining PCS: 12000 lbs.
- Excess Cost: \$155.32

Customer Responsibilities

Customer:

- Member Responsibilities Before Packers Arrive
- Carrier Responsibilities on Moving Day
- High-Value Items
- Releasing or Receiving Agent
- Pickup from Private Storage or Mini-Warehouse
- Avoid Excess Personal Costs
- Three Critical Documents at Origin:
 - Household Goods Descriptive Inventory
 - DD Form 619
 - Government Bill of Lading (GBL)

BE THERE ON MOVE DAY

You or your designated agent must be available between 8 am and 5 pm on the scheduled pickup and delivery addresses on the days your personal property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup and delivery charges. If a minor or non-designated person will not fulfill this requirement.

MEMBER RESPONSIBILITIES BEFORE PACKER ARRIVAL

- Electronics** - Dismantle TV and radio antennas. Disassemble and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
- Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
- Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
- Appliances** - Disconnect all appliances, washer hoses and dryer exhaust vents.
- Electrical Items** - Remove and unplug all electrical items, including window air conditioners.
- Unnecessary Items** - Dispose of worn out and unneeded items; they add unnecessary weight.
- Consumables** - Dispose of foods or other consumables that could spill or might spoil in transit.
- Off the Wall** - Remove pictures, utensil and food racks from the walls, take down curtain rods and valances. Remove everything from the attic or crawl space; packers are not required to go into these areas.
- PBPE** - Separate all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory, professional books, paper and equipment (PBPE) are not counted as part of the weight allowance.
- Separate Special Items** - Separate all items of clothing, toys, and necessities that will not be shipped with the rest of the household goods. Place them in a separate area of the house and inform the movers and packers the room is off-limits.
- Got Pests** - No Pickup! - If necessary, have an extermination of the residence and household goods completed at least several days prior to the arrival of the packers.
 - Goods will not be picked up by the carrier if suspected of being bug infested. The member is responsible for costs associated with an attempted pickup.
- No Propane Tanks** - Dispose of propane tanks prior to shipment pick up.
- Motorcycles** - If shipping a motorcycle, ensure that the gas tank is empty. Disconnect the battery and secure the cables.
 - If putting the motorcycle in storage, remove and dispose of the battery. Proof of ownership, such as the registration, which describes the make, model, and vehicle identification number is required.
- Dirty Dishes & Clothing** - Ensure all your dirty dishes/clothes/bed linens, etc. are clean and ready to be packed by the movers. Also, trash or unwanted household goods should be disposed of prior to the arrival of the movers.

CARRIER RESPONSIBILITIES ON MOVING DAY

- Packing** and preparing your property for shipment.
- Using new and clean packing material for linen, clothing, and bedding, and using new or like new packing material for other items.
- Packing** mirrors, pictures, and glass table tops in specially-designed cartons.
- Protecting** all finished surfaces.
- Properly** rolling and protecting rugs.
- Marking each carton** to show general contents and preparing an accurate, legible inventory.
- Servicing your appliances.**
- Ensuring that nothing** is loaded on the tailgate of the moving van.
- Removing all excess packing** material from the residence.

NOTE: The carrier is permitted to leave unbreakable and light items in drawers for close proximity moves.

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INSTRUCTIONS

It's time to go over moving day responsibilities for you and your TSP.



Pro-Tip: Print this page! It details all the information you need for moving day. You may not have access to DPS at all times during your move.



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- ☐ Submit

Entitled to PCS:
Remaining PCS: 12000 lbs.
Excess Cost: \$155.32

Shipment Summary

Customer:

Below, please find a summary of the information entered for this shipment. If there are any errors, please click on the link on the left navigation menu to return to the applicable page.

Customer Profile

Name: SSN/EIN: Branch: United States Army
Primary Phone: Rank: ES-5
Permanent Contact Address: Primary Email:

Order Details

Order: 12345433333 Permanent Change of Station Shipment of HHG Permitted
Order Date: 04-Dec-2017

Current Duty Station: WASHINGTON New Duty Station: BROOKLYN
Headquarters Issuing Orders: New Duty Assignment/Location: Culver City, CA

Shipment 1 - Household Goods

Pickup Information

Your Household Goods have a desired pickup date of **22-Dec-2017** from the pickup address:
123 Main Street
ALEXANDRIA, VA 22311
202-555-5555
You have assigned your releasing agent as: Joe Smith (443-555-5555)

Delivery Information

Your Household Goods will be delivered on the desired delivery date of **26-Dec-2017** to the delivery address:
33
AUGUSTA, GA 30906
202-555-5555
You have assigned your receiving agent as: Joe Smith (443-555-5555)

In-Transit/Emergency Contact Information


Your In-Transit address is:
3073 US-1
33
AUGUSTA, GA 30906
202-555-5555

Estimated Weight

Here is the breakdown of your total estimated weight
Your estimated Household Goods weight 6,000 lbs

INSTRUCTIONS

A summary of your shipment is then provided. You have to certify that you've read and agree that everything is accurate, so double check important items like your email address, and type of shipment.



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Counseling Office

Customer:

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. Note: Your move cannot be scheduled until you have provided orders and other supporting documents, if applicable, to the transportation office listed below. All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting documentation as soon as possible. You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

☒ Click here to acknowledge that you have read the above disclaimer

Booking/Servicing Installation	Destination Servicing Installation
GBLOC: BGAC Installation Name: JOINT PERS PROP SHIPPING OFFICE - MA	GBLOC: CGAT Installation Name: FORT GORDON, GA

Selecting Counseling Office Information

REQUESTED PERSONAL PROPERTY OFFICE FOR counseling. The user is responsible for validating all the information you have entered and to answer any of your entitlement questions. Once validation is complete, the Personal Property Office will forward your application and supporting documentation to the shipping office responsible for booking your shipment

*Counseling Office: **PPPO COUNSELING OFFICE LRC FT BELVOIR**

Selected Counseling Office Information

Installation Name:	COUNSELING OFFICE LRC FT BELVOIR
Street:	9910 TRACY LOOP/BLDG 766
City:	FORT BELVOIR
State:	VA
ZIP/APO/FPO:	22060
Country:	UNITED STATES
Phone:	7038055674
DSN:	
Fax:	7038052138
DSN Fax:	
Email:	USARMY.BELVOIR.USAMC.MBX.OUTBOUNDPCSING@MAIL.MIL

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INSTRUCTIONS

Here you'll choose a Personal Property Office for counseling. They will be your main point of contact during your move. You'll need to contact them after submitting your shipment on DPS. They'll need the signed forms generated on the next page.



Pro-Tip: Use the [Office Locator](#) tool if you need help choosing a counseling office.

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Shipment Submit

Please review your forms for accuracy. Once reviewed and any changes completed, click Submit to store in complete your shipment.

Document Management

Upload Document

Document Type *
Miscellaneous Browse

You may either replace or supplement a previously uploaded Document.

Document	Version	Created Date
No data available in table		

Showing 0 to 0 of 0 entries


Upload Close

UNCLASSIFIED//FOUO-Privacy Act

INSTRUCTIONS

On the Shipment Submit Page, review and sign your forms (DD 1299 and DD 1797 etc.). Next, select the orange Upload Documents button and use the above steps to upload your shipment documents, including your spouses order.

NOTE: Be sure to select miscellaneous document as a type when uploading your spouses order.


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Entitlements

PCS: 18000 lbs.
Remaining PCS: 12000 lbs.
Excess Cost: \$155.32


Shipment Submit

Customer:

Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.

Forms Required

You will need Acrobat Reader version 8.0 or earlier to view or print these forms in Portable Document Format (PDF).

 [Get Acrobat Reader](#)

DD Form 1299 (Application for Shipment and/or Storage of Personal Property) [View & Print](#)
DD Form 1797 (Personal Property Counseling Check list) [View & Print](#)

[Upload Documents](#) [View Documents](#)

These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counselor has reviewed and submitted.

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INSTRUCTIONS

On the Shipment Submit Page, click the Submit button and confirm the submission when prompted.



Pro-Tip: After you hit submit, email the Transportation Office you selected for counseling and let them know that you've created a shipment in DPS. They may need additional information from you before your shipment is approved.



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

Commercial: (618) 589-9445

Email

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

Submit a ticket online

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