

(7) Track Shipment

- Log in to DPS
- Click Shipment Management tab
- Expand main menu on the left side
- Locate correct shipment to view

(8) Arrange Delivery

- Log in to DPS
- Click **Shipment Management** tab
- Expand main menu on the left side
- Locate correct shipment and:
 - Update address/contact info (click View/Edit)
 - Request delivery (click Delivery Request)
 - Request reweigh (click Request Reweigh)
 - Request storage extension (click Request Temporary Storage Extension)
- To monitor the requests submitted, expand the main menu and select **Shipment Requests**

(9) File Loss/Damage Report and/or Claim

The claims process is broken down into three steps: filing a loss/damage report, filing a claim and negotiating a settlement. For detailed instructions on completing any portion of your claim, visit www.move.mil/dod/claims_css/dod_claims.cfm.

(10) Complete Your CSS

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

To start or submit an application:

Visit: www.move.mil

Call: DPS Technical Assistance

DPS Service Response Center

800-462-2176 option 5

Email: sddc.safb.dpsdh@us.army.mil

Helpful links

Customer Responsibilities:

It's Your Move booklet:

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

Weight scale locator:

www.move.mil/common/locator_maps/scale.cfm



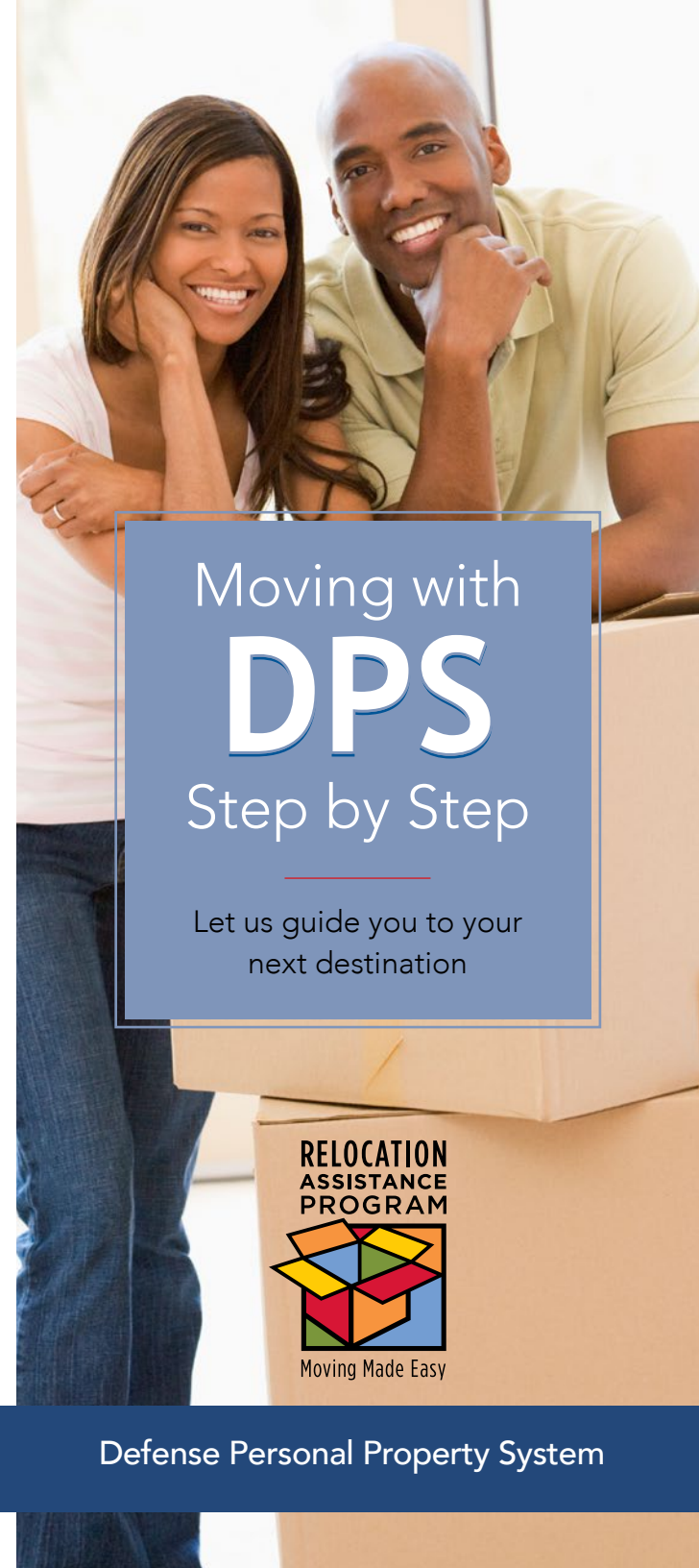
Call. 800-342-9647

Click. MilitaryOneSource.mil

Connect. 24/7



Providing policy, tools,
and resources for service
members and their families.



Moving with DPS Step by Step

Let us guide you to your
next destination



Setting up a Move

Have you ever heard the old saying, "It's your move?" With the Defense Personal Property System, it really is your move. The DPS improves the household goods relocation experience and streamlines move management.

The DoD has established the following self-service options:

- ✓ Submit your move paperwork and complete Self-Counseling
- ✓ Track shipments
- ✓ File a claim online and settle a claim directly with your transportation service provider, or TSP
- ✓ Request full replacement value of lost and damaged goods
- ✓ Make sure only quality, reputable companies handle and ship your property by completing the Customer Satisfaction Survey, or CSS

10 Steps to DPS

1. Obtain a user ID and password from Electronic Transportation Acquisition, or 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 the CSS

(1) Obtain a User ID and Password From ETA

- Go to www.move.mil
- Click on the red words **First Time Users Click Here!** on the left side of the page
- Check your browser compatibility
- Validate branch of service requirements
- Click **Obtain User ID & Password** to submit ETA registration
- Confirm all information is correct (make changes if necessary)
- Receive email
- Sign in to ETA
- Answer security questions
- Write down the user ID assigned by ETA
- Write down your password

(2) Check Compatibility / Turn off Pop-up Blockers

The DPS works with Internet Explorer versions 5.5 or newer, Firefox 3.6 and Safari 4.x. For complete instructions and help on making sure your browser is compatible and disabling your pop-up blockers, visit http://www.move.mil/dod/first_time_users/browser_compatibility.cfm. You may also call the DPS Help Desk, 24/7, at 800-462-2176 option 5.

(3) Log In/Acknowledge Branch of Service Information

- Log in to DPS
- In the center of your home page, click the link for your branch of service information
- When the new window opens, read the tips and information your branch of service wants you to know about using DPS and then close the window
- 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

- After you have acknowledged branch of service, click the **Self Counseling** tab at the top or in the lower, right-hand corner
- Create or update your profile
- Enter orders information
- Create a shipment request
- 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 the 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 (if anyone other than the member signs forms)
- Dependent Entry Approval (if going overseas)
- Personal vehicle or motorcycle registration

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

(6) Receive Move Confirmation

Within three 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 (a PPM, formerly called a DITY), you will receive an email letting you know your paperwork is ready to be signed.

