

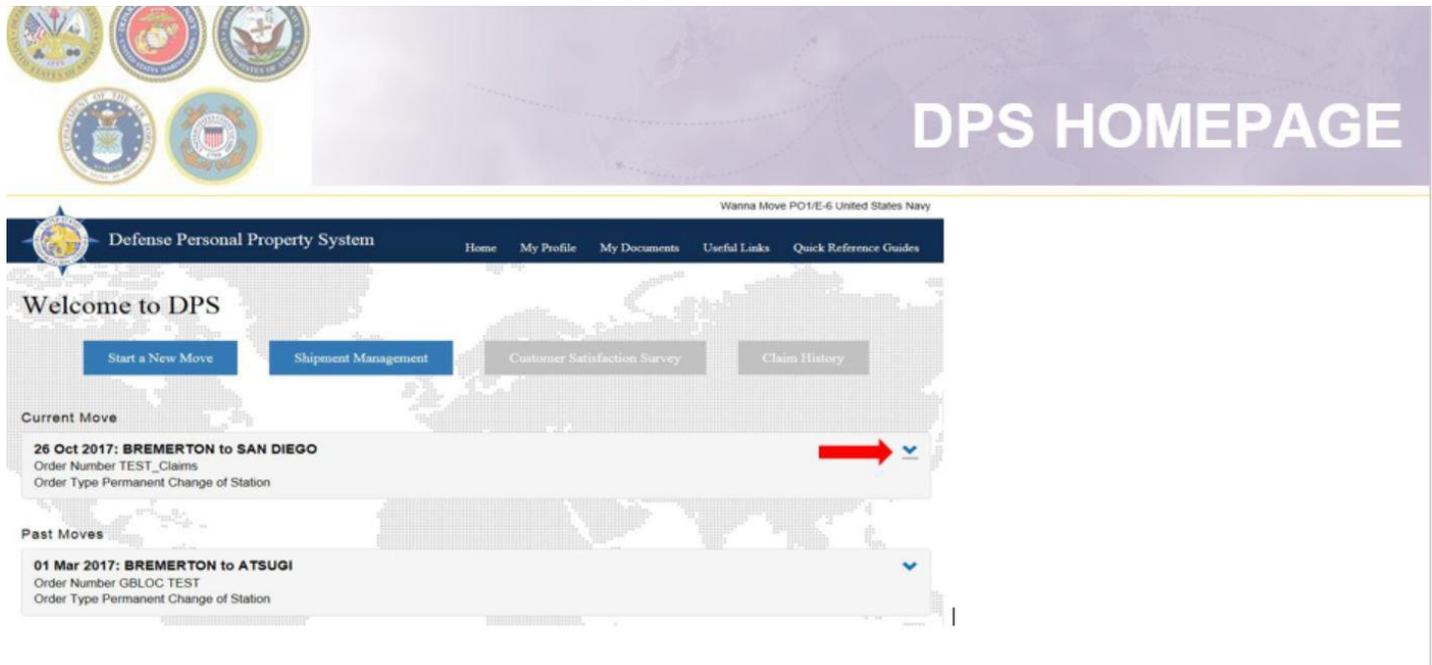
This guide contains HOW TO CREATE HHG and NTS RELEASE shipments.

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

## TUTORIAL

### Create a Shipment

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**Returning Users:** Your DPS Homepage will show all move requests submitted or processed in the DPS system. To create a shipment click the blue down arrow next to the correct orders.

**New Users:** Click “Start a New Move” and continue on slide 5

**NOTE:** If you are continuing your application from the orders information guide, jump to slide 5.



#### Pro-Tips:

- Turn off your pop-up blocker, otherwise the DPS window won't be able to open.
- 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.

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Defense Personal Property System

Home My Profile My Documents Useful Links Quick Reference Guide

Welcome to DPS

Start a New Move Shipment Management Customer Satisfaction Survey Claim History

Current Move

01 Nov 2017: BREMERTON to SAN DIEGO  
Order Number 2197 TEST  
Order Type Permanent Change of Station

There are no shipments currently associated with this order. [Edit My Order/Shipment Info](#)

[Add a shipment](#)

**Returning Users:** Your DPS Homepage will show all move requests submitted or processed in the DPS system.

To create a shipment, **click the blue down** arrow next to the correct orders to expand edit capabilities.

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Self-Counseling

https://dps.sddc.army.mil/counseling/shipment/CreateMyShipment.faces - Internet Explorer

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information
  - View Documents
- Order [2197 TEST]**
  - Orders Details
    - Rank & Hard Copy Orders
    - Order Information
    - Duty Stations
    - Orders Selection
    - Taxer Information
    - Additional Information
    - Summary
  - Shipment**
    - Create New Shipment**
    - Current Shipments

**Entitlements**

PCS: 11000 lbs.  
Remaining PCS: 11000 lbs.

**Create New Shipment**

Customer: [Move, Wanna -- PO1 / E-6 -- United States Navy --]

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

Please select from the Menu below.

| Create                           | Type Of Shipment       | Brief Description   |
|----------------------------------|------------------------|---|
| <input checked="" type="radio"/> | HHG<br>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. |

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

Yes  No

A new window will open allowing you to create your shipment request.

Select “HHG” as the type of shipment

Say “No” to the PPM question

Click “Next”

*Note: The shipment types offered will depend on the type of information you have provided in the orders section*



**Pro-Tip:** If you’ve moved before, DPS will save your information so that it’s pre-populated here, and you won’t have to fill it out again.



At the Pickup and Delivery page, you will enter the information for your dates, your pickup and delivery address, your In-Transit/Emergency Contact address, indicate any additional locations and name your Releasing and Receiving Agent(s).

Say “no” to the local move question

**Using the Calendar Icon, select the date you would like your property picked up and delivered.**

- *TIP: A desired delivery date is simply the date you will be available at destination to take delivery of your shipment. All dates for pack, pickup and delivery are confirmed with the Transportation Service Provider (TSP or carrier) assigned to your shipment.*

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## Pickup and Delivery: Entering Addresses

Click on the to display the list of addresses or add an Address. From your address list select the address you want to use. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a different location for pickup or delivery. To add an address to your list click on the ; enter the address information and select 'Save'.

**Pickup & Delivery**

\*Authorized Pickup Address \*Authorized Delivery Address

\*Requested Pickup Address \*Requested Delivery Address

Power of Attorney  Power of Attorney

Letter of Authorization  Letter of Authorization

| Select                | Address   |  |
|-----------------------|---|--|
| <input type="radio"/> | PEARL HARBOR, UNITED STATES<br>3603733089                 |  |
| <input type="radio"/> | 456 N ST<br>MOMS HOUSE<br>OMAHA, NE 68101<br>123-456-7890 | <input type="button" value="Select an authorized pickup address"/> |

Next you will provide your authorized pickup and delivery addresses as well as your requested pickup and delivery address.

You will need to add each address using the rolodex icon next to the item field. In the popup window, click the 'Add Address' button.



### Pro-Tip:

- *A member is authorized pickup and delivery from an address in the same area as his current and new duty station. Members can request pickup and delivery from/to any area, but there may be an excess cost*

**Pickup and Delivery:  
Adding/Editing Addresses**

**Addresses**

Address Listing    Add/Edit Address

Address Line 1: 123 ELM STREET

Address Line 2:

\* Phone: 360-555-1212    FORMAT: XXX-XXX-XXXX for Domestic

Ext :

**Location**

CONUS (U.S.)     OCONUS (Non U.S.)

Select City: BREMERTON

City: BREMERTON, KITSAP COUNTY, WA, 98310

City: BREMERTON, KITSAP COUNTY, WA, 98311

County: BREMERTON, KITSAP COUNTY, WA, 98312

State: BREMERTON, KITSAP COUNTY, WA, 98314

Zip: BREMERTON, KITSAP COUNTY, WA, 98337

If you are unable to select a city, contact the Personal Property Office (PPO) at DSN: 770-7332.

**Save Address**

Letter of Authorization

In the popup window, enter your pickup address.

Enter a phone number where you can be reached by the Personal Property Office and the Transportation Service Provider (TSP or carrier).

Make sure that CONUS is selected under location.

Type the name of the pickup City

**!!!IMPORTANT!!! Do NOT hit the enter key** after typing in the city name. A list of cities with the name you typed will populate in the drop down menu. Select the correct City/State/County/ZIP. Click the **'Save Address'** button.



#### Pro-Tips:

- You can add/edit all of your addresses at the same time. Click 'Add Address' for each new entry and 'Save Address' when done.

- For your delivery address, the street address in line 1 is not a required field. If you do not have an address at destination you can leave this line blank however you MUST provide a phone number and enter/select the city/state of your destination.

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The image shows two overlapping software windows. The top window is titled "Addresses" and contains an "Address Listing" table. The table has two columns: "Select" and "Address". The first row shows "MOM'S HOUSE SALEM, OR 97301 360-555-1212" with an unselected radio button. The second row shows "123 Main Street BREMERTON, WA 98312 360-555-1212" with a selected radio button, which is circled in red. A red arrow points from this radio button to the "Authorized Pickup Address" field in the "Pickup & Delivery" window below. The "Pickup & Delivery" window has four fields: "Authorized Pickup Address" (populated with the selected address), "Authorized Delivery Address" (empty), "Requested Pickup Address" (empty), and "Requested Delivery Address" (empty). Buttons for "OK", "Cancel", and "Add Address" are at the bottom of the "Addresses" window.

When you have finished adding all of the addresses, use the radio buttons in the “**Select**” column and choose your authorized and requested pickup/delivery addresses.

Click **OK**, The address will populate in the pickup Address field.

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# Pickup and Delivery

## Adding addresses

### Pickup & Delivery

|  |  |
|--|--|
| <p><b>* Authorized Pickup Address</b></p> <p>123 Main Street<br/>BREMERTON,WA<br/>98312<br/>360-555-1212</p>  | <p><b>* Authorized Delivery Address</b></p> <p>NORFOLK,VA 23501<br/>360-555-1212</p>  |
| <p><b>* Requested Pickup Address</b></p> <p>123 Main Street<br/>BREMERTON,WA<br/>98312<br/>360-555-1212</p>   | <p><b>* Requested Delivery Address</b></p> <p>NORFOLK,VA 23501<br/>360-555-1212</p>   |

Repeat the previous steps to add all of your authorized and requested pickup and delivery addresses

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# Pickup and Delivery:

## Power of Attorney & Letter of Authorization

|  |  |
|--|--|
| <p><b>Power of Attorney</b></p> <p>Select from below<br/>-- None Selected --<br/>MR WANNA MOVE</p> | <p><b>Power of Attorney</b></p> <p>Select from below</p>       |
| <p><b>Letter of Authorization</b></p> <p>Select from below</p>                                     | <p><b>Letter of Authorization</b></p> <p>Select from below</p> |

If you have provided your spouse or anyone else over the age of 18 with a Power of Attorney (POA) or a Letter of Authorization (LOA), you can use the drop-down menu to select their name in this section.

In order for the names to appear in the drop down menu, you must add the person under the "Contact" section of your customer profile and indicate that they have a POA and/or LOA.

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## Intransit/Emergency Contact & Additional Pickup Addresses

### In-Transit/Emergency Contact Information

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND, OR 97086  
360-555-1212



### Additional locations

Pickup 1



Delivery 1



Pickup 2



Delivery 2



For your Intransit/Emergency Contact Addresses, click the plus (+) sign, select or add the Intransit address and click 'OK'.

Repeat the steps for any Additional Locations.



**Pro-Tip:** You may request an additional pickup and/or delivery as long as it is within the same AOR as your authorized locations (usually within 30 miles of pickup/delivery)

# In-Transit/Emergency Contact & Additional Pickup Delivery Addresses

Addresses

Address Listing Add/Edit Address

Address Line 1: 456 Elm Street

Address Line 2: Mom's Address

\*Phone: 360-555-1212 FORMAT: xxx-xxx-xxxx for Domestic

Ext:

Location

CONUS (U.S.)  OCONUS (Not Considered a State)

Select City: portland

PORTLAND, ASHLEY COUNTY, AR, 71663

PORTLAND, MIDDLESEX COUNTY, CT, 06480

PORTLAND, JAY COUNTY, IN, 47371

PORTLAND, CUMBERLAND COUNTY, ME, 04101

PORTLAND, CUMBERLAND COUNTY, ME, 04102

PORTLAND, CUMBERLAND COUNTY, ME, 04103

PORTLAND, CUMBERLAND COUNTY, ME, 04104

PORTLAND, CUMBERLAND COUNTY, ME, 04105

PORTLAND, CUMBERLAND COUNTY, ME, 04106

PORTLAND, CUMBERLAND COUNTY, ME, 04107

PORTLAND, CUMBERLAND COUNTY, ME, 04108

PORTLAND, CUMBERLAND COUNTY, ME, 04109

PORTLAND, CUMBERLAND COUNTY, ME, 04110

PORTLAND, CUMBERLAND COUNTY, ME, 04112

PORTLAND, CUMBERLAND COUNTY, ME, 04116

Delivery 2

If you are unable to select 770.7232

**Save Address**

Addresses

Address Listing

|                                  |  |  |
|----------------------------------|--|--|
| <input type="radio"/>            | BUS SELF STG UNIT B-1<br>45 SILVERDALE WAY<br>SILVERDALE, WA 98383<br>360-555-1212 |  |
| <input type="radio"/>            | NORFOLK, VA 23501<br>360-555-1212  |  |
| <input type="radio"/>            | WORK/OFFICE<br>123 ADMIRAL WAY<br>NORFOLK, VA 23501<br>360-555-1212                |  |
| <input type="radio"/>            | WORK/OFFICE<br>467 W STREET<br>BREMERTON, WA 98314<br>360-555-1212                 |  |
| <input checked="" type="radio"/> | 456 Elm Street<br>Mom's Address<br>PORTLAND, OR 97086<br>360-555-1212              |  |

**OK** Cancel Add Address

**In-Transit/Emergency Contact Information**

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND, OR 97086  
360-555-1212

Enter your address information

**REMEMBER** it enter after typing in the City—choose the correct city/state/ZIP from the dropdown menu

Click **'Save Address'**

Make sure to choose the correct address in the listing and click OK



# In Transit/Emergency Contact and Additional Location Information

## In-Transit/Emergency Contact Information

\* In-Transit/Emergency Contact Information

456 Elm Street  
 Mom's Address  
 PORTLAND, OR 97086  
 360-555-1212





## Additional locations

|  |   |
|--|---|
| <b>Pickup 1</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           BOB'S SELF STG UNIT B-1<br/>           45 SILVERDALE WAY<br/>           SILVERDALE, WA 98383<br/>           360-555-1212         </div> <div style="text-align: right; margin-top: 5px;"> </div> | <b>Delivery 1</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           NORFOLK, VA 23501<br/>           360-555-1212         </div> <div style="text-align: right; margin-top: 5px;"> </div>   |
| <b>Pickup 2</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           WORK/OFFICE<br/>           467 W STREET<br/>           BREMERTON, WA 98314<br/>           360-555-1212         </div> <div style="text-align: right; margin-top: 5px;"> </div>                   | <b>Delivery 2</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           WORK/OFFICE<br/>           123 ADMIRAL WAY<br/>           NORFOLK, VA 23501<br/>           360-555-1212         </div> <div style="text-align: right; margin-top: 5px;"> </div> |

Once you have added and selected your addresses, they will populate in the correct fields.

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# Releasing and Receiving Agents

**Releasing & receiving agents**

|  |  |
|--|--|
| <b>Releasing</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           Select from below<br/>           -- None Selected --<br/>           Mary Test<br/>           MR WANNA MOVE         </div> | <b>Receiving</b><br><div style="border: 1px solid gray; padding: 2px; margin-top: 5px;">           Mary Test <br/>           Mary Test<br/>           360-555-1212         </div> |
|--|--|

Members may authorize a Releasing and/or Receiving agent to act on their behalf at origin and destination. Releasing/Receiving Agents MUST be over the age of 18 and available on the days of pack, pickup and delivery. Releasing/Receiving agents do not need to have a Power of Attorney or a Letter of Authorization.

Using the drop down menu, select your Releasing/Receiving Agent and click next.



**Pro-Tip:** The drop down menu for Releasing/Receiving Agent fields are added when you create your Customer Profile. It is highly recommended that if the member has a spouse, they add them as a contact so that their name appears on the paperwork. Move details will NOT be discussed with anyone other than the member unless they are listed on the move paperwork (DD Form 1299). Your move paperwork is available for printing right before you submit your application.

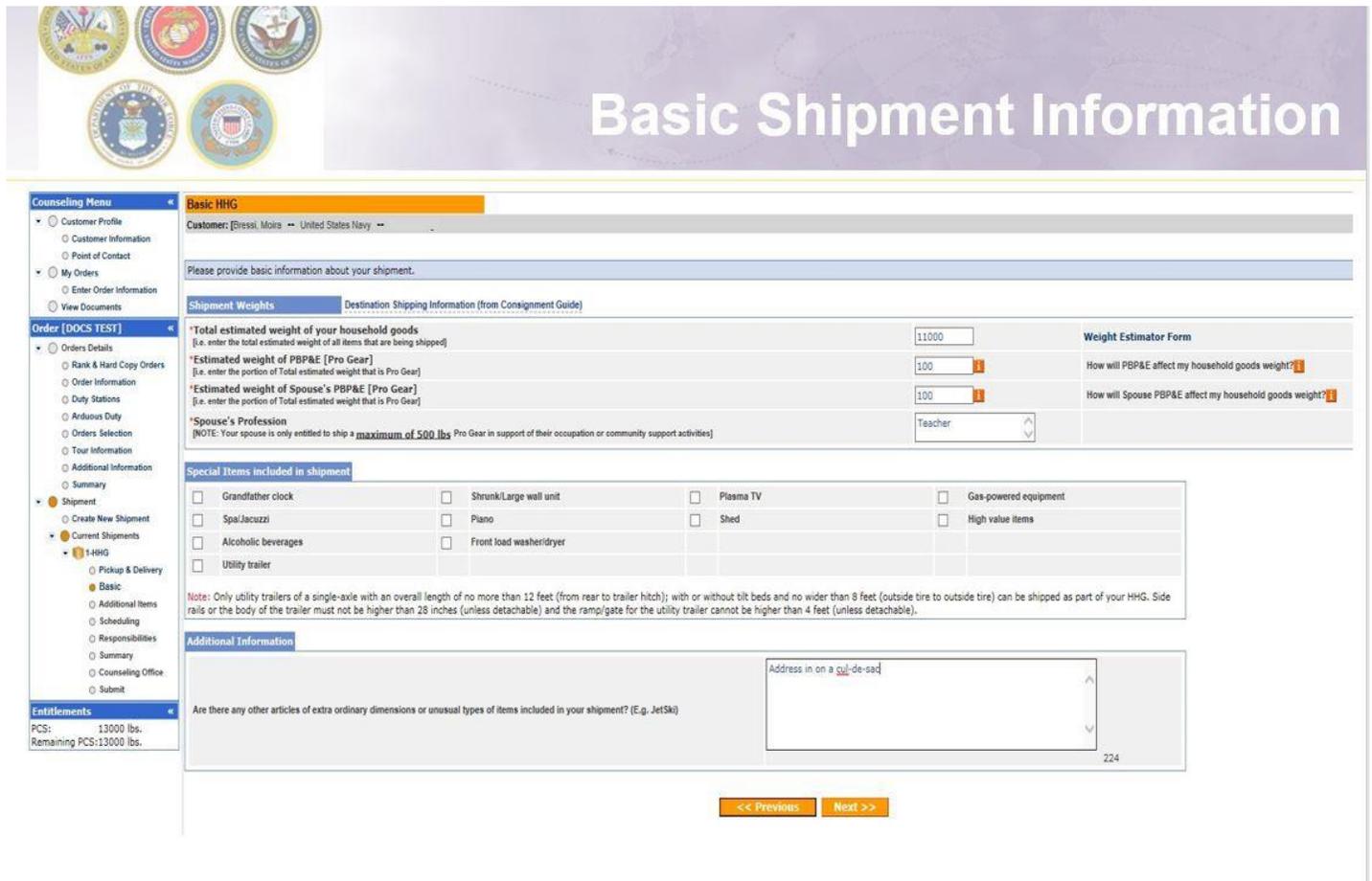
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The screenshot shows a web application interface for 'Pickup & Delivery Information'. The page has a purple header with the title 'Pickup & Delivery Information' and several military branch logos on the left. The main content area is a form with multiple sections: 'Pickup and Delivery' (with fields for pickup and delivery dates), 'Additional Pickups' (with fields for pickup address, date, and time), and 'Additional Deliveries' (with fields for delivery address, date, and time). At the bottom right of the form, there is a 'Next' button highlighted with a red circle and a red arrow pointing to it. A vertical red line is visible on the right side of the page.

When you have entered all of your Pickup and Delivery Information, click 'Next'



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



**Basic HHG**

Customer: [Bressi, Moira] -- United States Navy --

Please provide basic information about your shipment.

**Shipment Weights**      Destination Shipping Information (from Consignment Guide)

|  |         |   |
|--|---------|---|
| *Total estimated weight of your household goods<br>[i.e. enter the total estimated weight of all items that are being shipped]   | 11000   | <b>Weight Estimator Form</b>                            |
| *Estimated weight of PBP&E [Pro Gear]<br>[i.e. enter the portion of Total estimated weight that is Pro Gear]   | 100     | How will PBP&E affect my household goods weight?        |
| *Estimated weight of Spouse's PBP&E [Pro Gear]<br>[i.e. enter the portion of Total estimated weight that is Pro Gear]  | 100     | How will Spouse PBP&E affect my household goods weight? |
| *Spouse's Profession<br>[NOTE: Your spouse is only entitled to ship a <b>maximum of 500 lbs</b> Pro Gear in support of their occupation or community support activities] | Teacher |   |

**Special items included in shipment**

|  |   |                                    |  |
|--|---|------------------------------------|--|
| <input type="checkbox"/> Grandfather clock   | <input type="checkbox"/> Shrunken/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**

Address in on a cu-de-saq

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

Entitlements  
PCS: 13000 lbs.  
Remaining PCS:13000 lbs.

<< Previous      Next >>

On the Basic HHG page, members will indicate the estimated weight of their shipment.

Members can use the Weight Estimator tool that is available at the right of the weight field however a great rule of thumb is to estimate 1,000 lbs per room.

If members are claiming Pro Gear for themselves or their spouse, it must be indicated. Members who claim Spouse Pro Gear must provide a signed inventory of items to the origin personal property office.

Indicate any special items; add any additional information; click Next.



# Weight Estimator Form

\*Total estimated weight of your household goods  
[i.e. enter the total estimated weight of all items that are being shipped]

7,000

Weight Estimator Form

Please include your motorcycle weight in the "Total estimated weight of your household goods".

https://dps.sddc.army.mil/?formName=BasicHGF&id=ppsoHhgShipmentBasic\_TotalEstimatedWeight - - Windows Internet Explorer

### Weight Estimator Form

This form will assist you in estimating the weight of your shipment or shipments. Please note that this is an **estimate only!** It is designed to assist you in estimating the total weight of your shipment(s). However, you are ultimately responsible for the actual weight of the household goods you ship. The weights in this program are based on industry standards and your actual weights may vary depending on brand, size, etc. Please use proper judgment when making your estimates.

Click here to acknowledge that you have read the above disclaimer

Show Estimator

**Appliances**  
Enter a quantity in each field. For items in italics, enter weight in pounds.

|  |                       |  |
|--|-----------------------|--|
| Additional Panels of Appliances (AP)         | AC (Window) (146)     | Dehumidifier (76)  |
| Refrigerator (148)                           | Dryer (175)           | Freezer (13, Oil or Less) (133)                            |
| Freezer (16, Oil or More) (128)              | Washer/Dryer (26)     | Range (118)  |
| Micro-wave (11)                              | Wax Refrigerator (71) | Range (118)  |
| Refrigerator (10, Oil or Less) (115)         | Washing Machine (133) | French Compressor (149)                                    |
| Freezer (16, Oil or More) (128)              | Washing Machine (133) |  |
| Total <i>estimated</i> weight for Appliances |                       | Total <i>estimated</i> weight of shipment (excluding P&H): |

**Furniture**  
Enter a quantity in each field. For items in italics, enter weight in pounds.

|   |                       |  |
|---|-----------------------|--|
| Additional Panels of Furniture (AF)         | Armoire (119)         | Bed (Black Bed (21) (198)                                  |
| Bed (Black) (44)                            | Bed (Blackwood) (144) | Bed (King) (198)   |
| Bed (Queen) (105)                           | Bed (Bathroom) (118)  | Bed (Single) (188)   |
| Bed (Twin) (105)                            | Bookshelves (10) (11) | Bureau (Dresser) (118)                                     |
| Chest of Drawers (18)                       | Chair (Lounge) (11)   | Chest (Dresser) (118)                                      |
| Headboard (11)                              | Desk (Small) (11)     | Dresser (11)   |
| Dresser (Black) (11)                        | Dresser (Black) (11)  | Lamp (Floor) (11)  |
| Night Table (11)                            | High Chair (11)       | King (Black) (11)  |
| Table (11)                                  | Wardrobe (11)         | Wardrobe (Large) (11)                                      |
| Wardrobe (Small) (11)                       | Wardrobe (11)         |  |
| Total <i>estimated</i> weight for Furniture |                       | Total <i>estimated</i> weight of shipment (excluding P&H): |

**Other Household Goods**  
Enter a quantity in each field. For items in italics, enter weight in pounds.

|   |                    |  |
|---|--------------------|--|
| Additional Household Goods (AG)                                   | Bathtub (11)       | Bed Bath (11)  |
| Crate (11)  | Chair (Black) (11) | Child's Bed (11)   |
| Office Dry Rack (11)  | Commode (11)       | Child's Table (11)   |
| Hand Truck (11)   | Crutch (11)        | Child's Chair (11)   |
| Laundry Basket (11)   | Desk (11)          | Child's Bed (11)   |
| Leaf Sweeper (11)   | Desk (11)          | Child's Bed (11)   |
| Dishwasher (11)   | Desk (11)          | Child's Bed (11)   |
| Refrigerator (11)   | Desk (11)          | Child's Bed (11)   |
| Washer (11)   | Desk (11)          | Child's Bed (11)   |
| Washing Machine (11)  | Desk (11)          | Child's Bed (11)   |
| Washing Machine (11)  | Desk (11)          | Child's Bed (11)   |
| Total <i>estimated</i> weight for Other Household Goods/Equipment |                    | Total <i>estimated</i> weight of shipment (excluding P&H): |

**THIS IS AN ESTIMATE ONLY!**

The weight estimator form will help you to establish the weight of your shipment. The weight estimator form will help you to establish the weight of your shipment.

Read the disclaimer then check the acknowledgement box and click "Show Estimator"

The estimator tools allow you to enter the number of items you have in each room and then provides the weight of each item. At the end of the form, click the "Go" button and the total weight of the items indicated in the form are placed in your application.



**Pro-Tip:** Your Pro Gear, up to 2,000 lbs, doesn't count towards your estimated weight.

**Additional Information – Adding a Firearm**

Customer: (Email, Name) → United States (Key) →

| Action | # | Model | Serial Number | Model Year | Caliber Size | Make      | Firearm Code                     | Country of Manufacture |
|--------|---|-------|---------------|------------|--------------|-----------|----------------------------------|------------------------|
|        | 1 | 700   | 1234564       | 2005       | .227         | REMINGTON | Acquired from a licensed dealer. | UNITED STATES          |

**Add Firearm**

\*Serial Number:

\*Make:

\*Model Year:

\*Model Name:

\*Caliber Size or Gauge:  X

\*Country of Manufacture:

\*Firearm Code:

Yes  No

If you say ‘yes’ to adding a firearm, a new window will open and you will need to provide the information requested.

Once you have added the information, click ‘Save’. The firearm information populates on the page.

If you say no to the firearms question, you are required to certify that your shipment does not contain firearms. Click ‘Next’ when you have added all of your firearms information.



### Scheduling

Customer: [Bressi, Moira -- United States Navy --

Based on the total estimated weight of **11,000** pounds, it will take **3** days. **2** days for packing and **1** day for picking up your shipment. It is estimated that it will take **9** 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 remove 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 28, 2016 | Desired Delivery Date: | Jan 11, 2017 |
| Estimated shipment arrival date at destination : | Jan 6, 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

<< Previous      Next >>

The Scheduling page provides you with an estimate time for packing and pickup based on the weight estimate you provided in your application.

You will also see the transit time for your shipment. Transit time is based on origin and destination locations as well as the estimated weight of the shipment.

In addition, you will be able to request a direct delivery and whether you have a preferred or non-preferred Transportation Service Provider (TSP or carrier)

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Based on the total estimated weight of **11,000** pounds, it will take **3** days. **2** days for packing and **1** day for picking up your shipment. It is estimated that it will take **9** 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 remove 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 28, 2016 | Desired Delivery Date: | Jan 11, 2017 |
| Estimated shipment arrival date at destination : | Jan 6, 2017  |                        |              |

On this section of the Scheduling Page, the blue highlighted section provides you an estimate of your packing and pickup days and the number of days your shipment will take to arrive at destination.

Note that all dates are negotiated between you and the TSP assigned to your shipment. The Desired Pickup Date is the date you requested to have your shipment picked up. Depending on the estimated weight of your shipment, additional days for packing may be required and those dates are added prior to shipment pickup date.

Your Desired Delivery Date is the date you entered in your application. This is the date you will be at destination and available to take delivery of your shipment.

The Estimated Shipment Arrival date is the date that your shipment is expected to arrive at destination. This is NOT your actual delivery date but is based on the transit time allowed for your shipment to reach destination.

ALL DATES are negotiated and confirmed with 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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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

[<< Previous](#) [Next >>](#)

**Direct Delivery Request:** If you have an address and would like your property delivered directly to that address, select (Yes). If you do not have a delivery address, select (No).

**Preferred TSP:** Say 'yes' to this question if you have a company you would like to have pack, pickup and deliver your shipment and provide the name of the company. Say 'no' to this question if you do not have a preferred provider.

**Non-Preferred TSP:** Say 'yes' to this question if you have a company that you would *not* want to be responsible for your shipment. Say 'no' to this question if you do not have a non-preferred provider

Click "Next"

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The screenshot shows a web application interface for defining responsibilities. On the left is a navigation menu with categories like 'Custom Responsibility', 'Responsible person/individual', and 'Responsible organization'. The main content area is titled 'Custom Responsibility' and contains several sections with text and checkboxes. A red arrow points to the 'Responsible person/individual' section, which includes a 'First Name' field and a 'Last Name' field. Below this, there are sections for 'Responsible organization' and 'Responsible government/industry', each with a 'Name' field and a 'Description' field. At the bottom of the form, there are 'Save' and 'Next' buttons. A red arrow points to the 'Next' button.

The screenshot shows a 'Warning' box with the following text: 'If you notice loss or damage to your personal property at the time of delivery, you must submit a post-damage report in DTS and list these items. If you file your actual claim within 15 days from the date of your delivery, you are not required to submit a post-damage report. Submission of the post-damage report will automatically void all your cargo and baggage and does not constitute filing of your claim. Therefore you must file an actual claim to receive replacement reimbursement for this baggage. If you do not submit your post-damage report later than 15 days after your delivery date, you will be required to file a claim for this date.' Below this is a 'WARNING NOTES' section with several bullet points. A red arrow points to the 'WARNING NOTES' section. At the bottom of the box, there is a 'Close' button and a 'Next' button. A red arrow points to the 'Next' button.

Read & check Acknowledgement Box

Click "Next"

IMPORTANT: this is part of your online counseling; by checking the box you are acknowledging that you are aware of your rights and responsibilities.

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# Shipment Summary

**Counseling Menu**

- Customer Profile
- Customer Information
- Point of Contact
- My Orders
- Enter Order Information
- View Documents

**Order [DOCS TEST]**

- Order Details
- Rank & Hard Copy Orders
- Order Information
- Duty Stations
- Aviation Duty
- Orders Selection
- Tour Information
- Additional Information
- Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements**

PCS: 13000 lbs.  
Remaining PCS: 2200 lbs.

**Shipment Summary**

Customer: [Bress, Mora] ← United States Navy

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: Bress, Mora  
SSN/EIN: 534627015  
Primary Phone: 360-476-8888  
Permanent Contact Address: 1234 Main Street, BREMERTON, WA 98512  
Branch: United States Navy  
Rank/Pay Grade: CPO / E-7  
Primary Email: mora.bress@NAVY.MIL

**Order Details**

Order: DOCS TEST Permanent Change of Station Shipment of HHG Permitted  
Order Date: 01-Nov-2016  
Current Duty Station: JOHN C. STENNIS (C/N 74)  
Headquarters Issuing Orders:

**Shipment 1 - Household Goods**

**Pickup Information**

Your Household Goods have a desired pickup date of 28-Dec-2016 from the pickup address:  
123 MyHouse Drive  
BREMERTON, WA 98510  
360-476-8888  
You have assigned your releasing agent as: Navy Training (360-476-8888)

**Delivery Information**

Your Household Goods will be delivered on the desired delivery date of 11-Jan-2017 to the delivery address:  
SAN DIEGO CA 92101  
360-476-8888  
You have assigned your receiving agent as: Navy Training (360-476-8888)

**In-Transit/Emergency Contact Information**

Your in-Transit address is:  
123 E. Street  
Mora's address (Intransit Address)  
ALBANY NY 12203  
360-555-1212

**Estimated Weight**

Here is the breakdown of your total estimated weight

|   |           |
|---|-----------|
| Your estimated household Goods weight             | 8,454 lbs |
| Your estimated PBP&E (Pro Gear) weight**          | 250 lbs   |
| Your Spouse's estimated PBP&E (Pro Gear) weight** | 10 lbs    |
| Estimated weight of 1 motorcycle(s)               | 340 lbs   |
| Total estimated weight                            | 9,054 lbs |

\*\* The weight of PBP&E does not count against your weight allowance.

**Special Items included in your shipment**

Gas-powered equipment  
Front load washer/dryer

**Additional Information**

You have provided the following information for items with extraordinary dimension included in your shipment:

PCS/P ADDRESS IS ON A CUL 08-SAC  
Your estimated shipment arrival at destination is on 16 Dec 2016.  
You have NOT requested direct delivery.

Click here to verify the above information is correct

The Shipment Summary pages provides you with a review of all the information you have entered into your application. If you need to make changes to any of the information on this page, you may use the counseling menu on the left side of the screen to edit the information for each section.

Once you have reviewed the information, check the acknowledgement box and click **“Next”**

# Counseling Office

## Counseling Office

Customer: [Bressi, Moira -- United States Navy --

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 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), 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/Service Installation

GBLOC: JENQ  
Installation Name: FISC PUGET SOUND, WA

### Destination Servicing Installation

GBLOC: LKNQ  
Installation Name: FISC, SAN DIEGO, CA

### Selecting Counseling Office Information

#### REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING

You may request any Personal Property Office for counseling. This office 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:

Select from below  
FISCPs BREMERTON  
FISCPs DETACHMENT EVERETT  
NAS WHIDBEY ISLAND

### Selected Counseling Office Information

Installation Name: FISCPs BREMERTON  
Street: FISCPs 2255 COLE AVE, BLDG 985  
City: BREMERTON  
State: WA  
ZIP/APO/FPO: 98314  
Country: UNITED STATES  
Phone: 3604769172  
DSN: 3604761834  
Fax: 3604761834  
DSN Fax: 3604761834  
Email: PersProp.FISCPs.FCT@navy.mil

<< Previous Next >>

On the Counseling Office page, click to acknowledge you have read the disclaimer.

Use the drop down menu to select your local counseling office. You will need to make note of the contact information that populates on the page. This is where you provide your supporting documents so your application can be processed.

Click "Next".

# Shipment Submit – Part 1

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information
  - View Documents

**Order [DOCS TEST]**

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements**

PCS: 13000 lbs.  
Remaining PCS:2200 lbs.

**Shipment Submit**

Customer: [Bressi, Moira -- United States Navy --

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 ADOBE® 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 the Shipment request.

<< Previous Submit

**IMPORTANT!!!** After you have submitted your application make sure to print DD Forms 1299 & 1797. Your application *will not* be processed until you provide these signed documents and a copy of your orders to the responsible origin counseling office.

You are now able to upload your documents into DPS – the next several slides will show you how to upload and/or view uploaded documents.



# Uploading Documents

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information
  - View Documents
- Order [DOCS TEST]**
  - Orders Details
    - Rank & Hard Copy Orders
    - Order Information
    - Duty Stations
    - Arduous Duty
    - Orders Selection
    - Tour Information
    - Additional Information
    - Summary
  - Shipment
    - Create New Shipment
    - Current Shipments
      - 1-HHG
        - Pickup & Delivery
        - Basic
        - Additional Items
        - Scheduling
        - Responsibilities
        - Summary
        - Counseling Office
        - Submit

**Shipment Submit**

Customer: [Bressi, Moira -- United States Navy --]

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).

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](#)

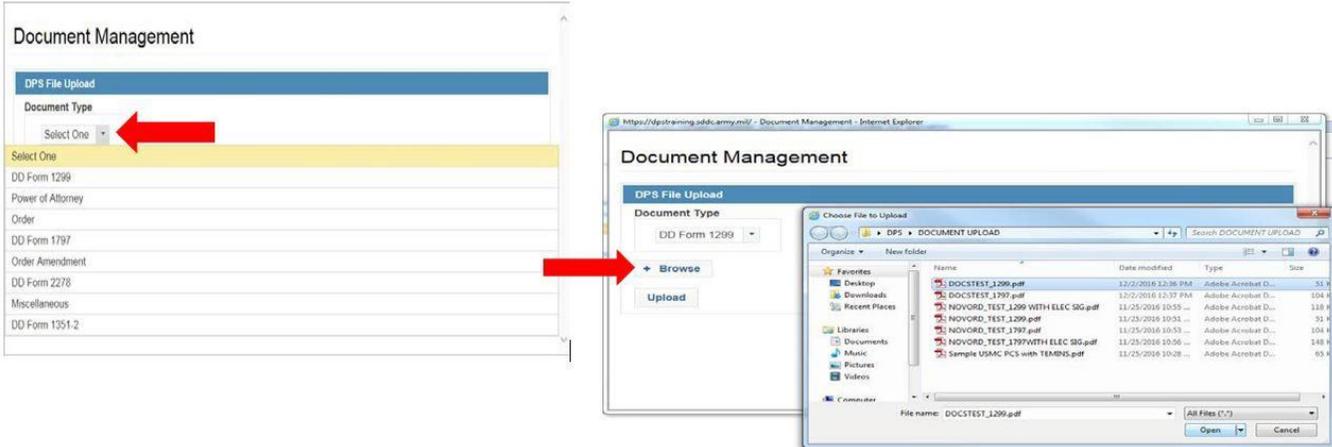
These forms may be printed for review before submission. These forms are considered to be a DRAFT until a counselor has reviewed and Submitted the Shipment request.

[<< Previous](#) [Submit](#)

Once you have printed, signed and scanned your forms back into your computer, they can be uploaded directly into DPS.

Click the **“Upload Documents”** button

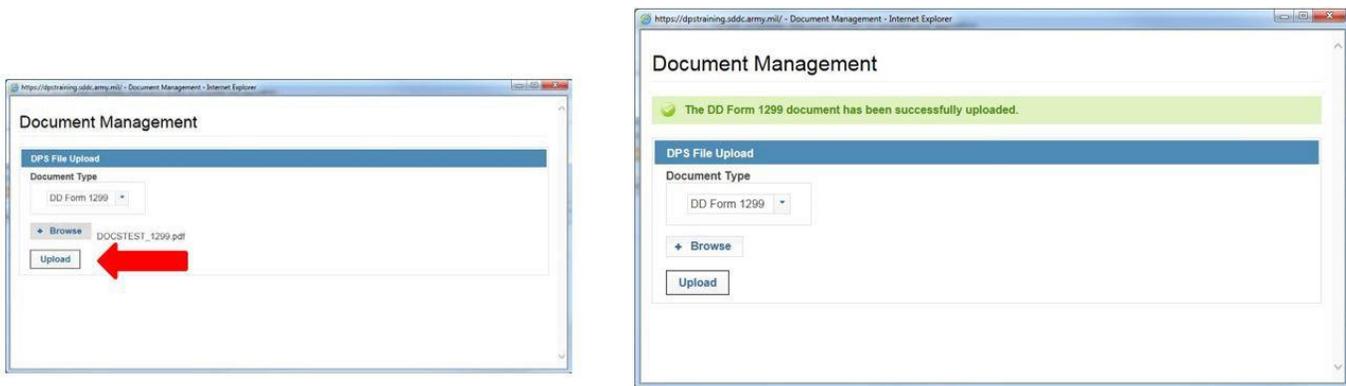
# Uploading Documents – cont.



1. Use the Drop-down menu to select the type of document
2. Click "**browse**", locate the document in your files, and select open

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# Uploading Documents – cont.



3. Click **upload**
4. You will receive a message stating your document has been successfully uploaded.

Make sure you uploaded **BOTH** signed documents

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The screenshot shows a web application interface for document management. At the top, there are several military service seals and the heading "Viewing Documents". Below this, a "Shipment Submit" section is visible, with a customer name "[Bressi, Moira -- United States Navy --]". A message prompts the user to review forms for accuracy. On the left, a "Forms Required" section lists "DD Form 1299 (Application for Shipment and/or Storage)" and "DD Form 1797 (Personal Property Counseling)". Below these forms, there are buttons for "Upload Document" and "View Documents", with the latter being circled in red. A "Document Management" window is open, displaying a table of documents. The table has columns for File Status, Shipment Type, File Name, Version, Document Type, File Create Date, View History, and Action. Three documents are listed, all with a status of "Submitted" and a creation date of "02 Dec 2016".

| File Status | Shipment Type | File Name                     | Version | Document Type | File Create Date | View History | Action |
|-------------|---------------|-------------------------------|---------|---------------|------------------|--------------|--------|
| Submitted   | 1-HHG         | DOCSTEST_12                   | 1       | DD Form 1299  | 02 Dec 2016      |              |        |
| Submitted   | 1-HHG         | DOCSTEST_17                   | 1       | DD Form 1797  | 02 Dec 2016      |              |        |
| Submitted   |               | Sample Separation Orders.docx | 1       | Order         | 02 Dec 2016      |              |        |

You can check to make sure your documents have been uploaded by clicking the **“View Documents”** button.

When the Document Management window opens, you will see ALL of the documents you have uploaded. If you need a copy of the document, select the file name and click **“Get File”**

When you are done viewing your documents, close the Document Management window

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# Shipment Submit – Part 2

The screenshot displays the 'Shipment Submit' web application. On the left is a 'Counseling Menu' with options like 'Customer Profile', 'My Orders', and 'Order [DOCS TEST]'. The main area shows 'Forms Required' with a note about Acrobat Reader and links for 'DD Form 1299' and 'DD Form 1797'. A 'Message from webpage' dialog box is open, asking 'Are you sure you want to submit?' with 'OK' and 'Cancel' buttons. A red arrow points to the 'OK' button. At the bottom right, the '<< Previous' and 'Submit' buttons are visible, with 'Submit' circled in red.

Now that you have uploaded your documents you may submit your application. Click **“Submit”** and say okay to the message from the webpage.

Please note that your application will not be processed until your supporting documents are received. If you are unable to scan and upload your documents directly into DPS, you may still email or fax your documents to the responsible origin counseling office.

To locate the responsible origin office, click the **‘previous’** button to return to the Counseling Office portion; this section provides you with the email and fax number for the counseling office you selected.



## Shipment Submit – Part 2, cont.

### Shipment Submit

Customer: [Bressi, Moira -- United States Navy --

Your application for the following shipment has been submitted.

#### Shipment Details

|                        |                          |
|------------------------|--------------------------|
| Shipment:              | 1 HHG                    |
| Order Number:          | DOCS TEST                |
| Date Submitted:        | Fri, 2 Dec 2016 21:06:08 |
| Shipment created by:   | 534927015                |
| Date DD 1299 Prepared: | Fri, 2 Dec 2016 20:31:47 |

If you need to make changes to any information other than contact data or cancel your shipment, you must contact the Counselor you submitted your application to.

To **CREATE** a new shipment for this order, click on the **Create New Shipment** link in the left navigation tree.

To **ADD** a new order, click on **Enter Order Information** in the navigation tree in the upper-left corner of the screen under **My Orders**.

#### Forms Required

You will need Acrobat Reader version 8 or earlier to view or print these forms in Portable Document Format (PDF).



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

You will receive a notice confirming you have successfully submitted your application. If you need to make any changes to your information or cancel your shipment, you must wait until your application is processed.

It takes approximately 2-3 weeks from the time all supporting documents are received for an application to be processed. During Peak Season (mid-May through August) this timeline can be increased up to 6 weeks.

To create an additional shipment request (i.e. a Personally Procured Move (PPM), an Unaccompanied Baggage (UB) shipment or a Non-Temporary Storage (NTS) shipment, follow the steps in the middle of the page.



From: counseling@dpsmail.csd.dsa.mil  
To: Bress, Mora L CIV NAVSUP GLS, 0411  
Cc:  
Subject: Shipment Submission Received

Sent: Thu 11/9/2017 12:54

Wanna Move,

Your application for shipment 1/HHG from BREMERTON, WA 98312 to SAN DIEGO, CA 92101 with a requested pickup date of Jan 25, 2018 has been received by the transportation counseling office - NAVSUP FLC PUGET SOUND BREMERTON located at BREMERTON, WA UNITED STATES. Upon receipt of your supporting documentation the Counseling Office will validate and finalize your application. Once your shipment has been awarded to a Transportation Service Provider (TSP), you will be notified by that TSP of your actual packing and pickup dates. You can continue to monitor the status of your shipment via the Shipment Management tab located on the DPS homepage.

If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact the transportation office at BREMERTON, WA UNITED STATES.

Phone: 3604767366

Thank You.  
Defense Personal Property System (DPS)

\*\*\* DO NOT REPLY directly to this email \*\*\*

Once you have submitted your application, you will receive an automated email from the DPS system that confirms submittal and reminds you to submit your supporting documents. **THIS IS NOT CONFIRMATION OF YOUR PACK/PICKUP DATES!**

Supporting documents for a basic HHG shipment include a copy of your orders (including any amendments & modifications) and SIGNED copies of DD Forms 1299 & 1797. If anyone other than the member signs these forms make sure to also provide a copy of your Power of Attorney. If you are requesting a pickup from your Home of Record (HOR), also include a copy of your Enlistment Contract or Officer Commissioning letter that shows your HOR. If you are requesting pickup for dependents, please include a copy of your page 2. If you are separating/retiring, you may be asked for a copy of your DD 214. Your counseling office will contact you if any additional documents are required.



## Contacts

- For technical assistance contact the DPS Helpdesk available 24/7:
  - ❖ Toll-Free: (800) 462-2176
  - ❖ Commercial: 618-
- For assistance with your HHG shipment contact your local Personal Property Shipping Office (PPSO)



### 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](mailto:usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil)

#### **Submit a ticket online**

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



# Creating a Non-Temporary Storage (NTS) Release Shipment

How to coordinate the release of your NTS shipment from storage



# Steps to Request Release

- Log into Defense Personal Property System (DPS)
- Update/Create DPS Profile & Enter new orders information
- Create a basic HHG Shipment
- Upload Supporting Documents
- Receive confirmation email from DPS Shipment
- Be available on agreed upon delivery dates



## Log into DPS

- **If you are new to the DPS system**, you will need to obtain a User ID and password
- **If you have a DPS user ID & Password**, log into your DPS account. If it has been longer than 90 days since you used DPS, you will be prompted to review your User Profile.



# DPS



## We come to DPS Landing Page

### Outages

In order to provide a predictable maintenance schedule to DPS users worldwide, the DPS PMO will be taking the DPS application offline starting at 1900 Central Time on Friday nights. The application will return to service once maintenance activities are completed. The specific times of scheduled maintenance will be identified in the DPS Advisory messages released by the TCJ 9 prior to any activity.

### Notices

The DPS Application transitioned to a new URL on 26 February 2021. The new URL is <https://dps.move.mil/cust>. Please ensure you update your bookmarks and also ensure the new URL is approved through your local security to ensure you have access to DPS.

We realize our customers have various browsers, operating systems and devices available to them. In order to have the best experience when interacting with DPS, Internet Explorer 11 is the preferred browser using a laptop or desktop device. Customers can use Other Browsers or Devices, however, certain aspects of the application may encounter issues. The program is working to provide maximum browser flexibility.

### Application Notices

For system questions or support, please contact the System Response Center (SRC) via 1-800-462-2176 or usarmy.scott.sd.dc.mbx.g6-src-dps-hd@mail.mil. For OCONUS users, please contact your local operator for DSN dialing instructions.

### DPS Login Options

#### Customer

(I need to ship Personal Property)

[Register as a Customer](#)

[Log in with Certificate](#)

[Log in with User Id](#)

[Forgot Password?](#)

#### 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](#)

### PH Disclaimer

applies, and it is For Official Use Only (FOUO). It must be protected or privacy act information removed prior to further disclosure.



# DPS HOMEPAGE

Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

Current Move

01 Nov 2017: BREMERTON to SAN DIEGO

Order Number 2197 TEST

Order Type Permanent Change of Station

There are no shipments currently associated with this order.

Add a shipment

Wanna Move? P01/E-6 United States Navy

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

01 Nov 2017: BREMERTON to SAN DIEGO  
Order Number 2197 TEST  
Order Type Permanent Change of Station

Edit My Order

Click "Start a New Move" if current orders are not shown on homepage.

If orders are shown, click the blue down arrow on the right side, then click "Add a Shipment"

Once you have created or updated your profile you will return to your DPS Homepage. With some exceptions, most moves performed over the last 8 years will have been processed in DPS. Your Homepage will show you all your moves performed through the DPS system.

Before requesting a shipment, make sure that your current orders have been added to your DPS account. If your homepage does not show your current orders, you will need to add them before creating a shipment.

For instructions on how to add orders information, please see additional DPS guides at [https://www.navsup.navy.mil/public/navsup/hhg/dps\\_guides/](https://www.navsup.navy.mil/public/navsup/hhg/dps_guides/)



# Self-Counseling

**Create New Shipment**

Customer: [Move, Wanna -- PO1 / E-6 -- United States Navy --

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

Please select from the Menu below.

| Create                               | Type Of Shipment | Brief Description   |
|--------------------------------------|------------------|---|
| <input checked="" type="radio"/> HHG | 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. |

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

Yes  No

<< Previous    Next >>

The next step in the process is to create a basic HHG Shipment. Do NOT request a NTSR! DPS will not be able to process this request correctly.

A new window will open allowing you to create your shipment request.

Select "HHG" as the type of shipment  
Say 'no' to the PPM question  
Click "Next"

(note: the shipment types offered will depend on the type of information you have provided in the orders section)





# Pickup and Delivery

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [PCS Test]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations

**Pickup and Delivery**

Customer: [Move, Wanna -- United States Navy --

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 Local Move?  Yes  No 

**Dates**

\*Desired Pickup Date   \*Desired Delivery Date  

**Please check this box if you will be taking delivery in the same City/State where your property is currently being stored.**

**Using the Calendar Icon, select the date you would like your property released from NTS and indicate your desired delivery date.**

**NOTE: When requesting your shipment be released from storage, the property should be direct-delivered to your new address unless it will be shipped overseas. There is no temporary storage authorization at destination and you should be prepared to accept delivery of your HHG upon its arrival. If your shipment arrives to a domestic destination and you are unable to accept delivery, it may have to be placed into temporary storage. This increases the handling of your shipment resulting in an increased risk of damage and the additional costs could end up at your expense. To avoid damages and possible charges, please indicate the earliest date you can accept delivery in the "Desired Delivery Date" block to prevent the shipment from arriving before you are able to accept delivery. Shipments are generally scheduled based upon your requested pickup date but will be finalized by the office scheduling your shipment for movement and may be adjusted due to carrier capability or to prevent early arrival of the shipment.**



# Pickup and Delivery: Pickup Addresses

- Arduous Duty
- Orders Selection
- Tour Information
- Additional Information
- Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
        - Basic
        - Additional Items
        - Scheduling
        - Responsibilities
        - Summary
        - Counseling Office
        - Submit

**Entitlements** <<  
 PCS: 13000 lbs.  
 Remaining PCS:13000 lbs.

Click on the to display the list of addresses or add an Address. From your address list select the address you wish to use. You will also be able to indicate if you have additional pickup or delivery locations and if you are authorized to use them. To add an address to your list click on the ; enter the address information and select 'Save'.

**Pickup & Delivery**

|  |  |  |  |
|--|--|--|--|
| <input type="radio"/> *Authorized Pickup Address |  | <input type="radio"/> *Authorized Delivery Address |  |
| <input type="radio"/> *Requested Pickup Address  |  | <input type="radio"/> *Requested Delivery Address  |  |

Power of Attorney  Power of Attorney

Letter of Authorization  Letter of Authorization

Power of Attorney and/or Letter of Authorization if applicable.

**Addresses**

Address Listing

| Select                | Address   |  |
|-----------------------|---|--|
| <input type="radio"/> | PEARL HARBOR, UNITED STATES<br>3603733089                 |  |
| <input type="radio"/> | 456 A ST<br>MOMS HOUSE<br>OMAHA, NE 68101<br>123-456-7890 | <small>Select an authorized pickup address</small> |

OK Cancel **Add Address**

Next you will provide your authorized and requested pickup locations. For your **authorized** pickup address, use the information from your orders (i.e. current/previous duty station)

For your **requested** pickup address, you will need to enter the location where your NTS is being stored, if you do not have the NTS facilities information please contact your local Personal Property Office to obtain that information. If you do not know the address of the NTS warehouse facility, enter "NTS Your Area" in line 1; then enter the city/state where the shipment was picked up.

To add each address use the rolodex icon next to the item field. In the popup window, click the 'Add Address' button.



# Pickup and Delivery: Delivery Address

Addresses

Address Listing

| Select                           | Address   |  |
|----------------------------------|---|--|
| <input type="radio"/>            | YOKOSUKA, JAPAN<br>360-555-1212                                       |  |
| <input type="radio"/>            | 456 Elm Street<br>Mom's Address<br>PORTLAND, OR 97086<br>360-555-1212 |  |
| <input type="radio"/>            | NTS YOUR AREA<br>NORFOLK, VA 23501<br>360-555-1212                    |  |
| <input checked="" type="radio"/> | 123 Main Street<br>BREMERTON, WA 98312<br>360-555-1212                |  |

OK Cancel Add Address

Addresses

Address Listing Add/Edit Address

Address Line 1:

Address Line 2:

\*Phone:  FORMAT: xxx-xxx-xxxx for Domestic

Ext:

Location

CONUS (U.S)  OCONUS (Not Considered a State)

Select City

BREMERTON, KITSAP COUNTY, WA, 98310  
 BREMERTON, KITSAP COUNTY, WA, 98311  
 BREMERTON, KITSAP COUNTY, WA, 98312  
 BREMERTON, KITSAP COUNTY, WA, 98314  
 BREMERTON, KITSAP COUNTY, WA, 98337

If you are unable to select a city, please call 1-800-770-7332.

Save Address

Repeat the steps from the previous screen to add your authorized and requested delivery addresses. Make sure to save the address and click OK to select each one.

**NOTE:** There is no authorization for temporary storage at destination. Members **MUST** have an actual delivery address in order for their NTS shipment to be released. If you do not have a delivery address you may leave the first line blank however, your application will NOT be processed until you provide an actual street address.



# Pickup and Delivery: Power of Attorney & Letter of Authorization

|                         |  |                         |  |
|-------------------------|--|-------------------------|--|
| Power of Attorney       | <input type="text" value="Select from below"/> ▼<br>-- None Selected --<br>MR WANNA MOVE | Power of Attorney       | <input type="text" value="Select from below"/> ▼ |
| Letter of Authorization | <input type="text" value="Select from below"/> ▼   | Letter of Authorization | <input type="text" value="Select from below"/> ▼ |

If you have provided your spouse or anyone else over the age of 18 with a Power of Attorney (POA) or a Letter of Authorization (LOA), you can use the drop-down menu to select their name in this section.

**TIP:** In order for the names to appear in the drop down menu, you must add the person under the “Contact” section of your customer profile and indicate that they have a POA and/or LOA. A copy of the POA or LOA will need to be uploaded as a misc/supporting document.



# Intransit/Emergency Contact & Additional Pickup Delivery Addresses

The In-Transit/Emergency Contact Information is a mandatory field and is an address where you can be reached while travelling to your new duty station. This information can be any address or point of contact you choose.

Use the previous instructions for adding and selecting an address by clicking the rolodex icon. Make sure to select the appropriate address so that it populates in the correct field.

**In-Transit/Emergency Contact Information**

\* In-Transit/Emergency Contact Information

456 Elm Street  
Mom's Address  
PORTLAND,OR 97086  
360-555-1212



**Addresses**

Address Listing | Add/Edit Address

Address Line 1: 456 Elm Street  
Address Line 2: Mom's Address  
\* Phone: 360-555-1212    FORMAT: xxx-xxx-xxxx for Domestic  
Ext:

**Location**

CONUS (U.S.)    OCONUS (Not Considered a State)

Select City: portland

- PORTLAND, ASHLEY COUNTY, AR, 71663
- PORTLAND, MIDDLESEX COUNTY, CT, 06480
- PORTLAND, JAY COUNTY, IN, 47371
- PORTLAND, CUMBERLAND COUNTY, ME, 04101
- PORTLAND, CUMBERLAND COUNTY, ME, 04102
- PORTLAND, CUMBERLAND COUNTY, ME, 04103
- PORTLAND, CUMBERLAND COUNTY, ME, 04104
- PORTLAND, CUMBERLAND COUNTY, ME, 04105
- PORTLAND, CUMBERLAND COUNTY, ME, 04106
- PORTLAND, CUMBERLAND COUNTY, ME, 04107
- PORTLAND, CUMBERLAND COUNTY, ME, 04108
- PORTLAND, CUMBERLAND COUNTY, ME, 04109
- PORTLAND, CUMBERLAND COUNTY, ME, 04110
- PORTLAND, CUMBERLAND COUNTY, ME, 04112
- PORTLAND, CUMBERLAND COUNTY, ME, 04113

If you are unable to select 770-7233

**Save Address**

Delivery 2

**Addresses**

Address Listing

|                                  |   |  |
|----------------------------------|---|--|
| <input type="radio"/>            | BOB'S SELF STG UNIT B-1<br>45 SILVERDALE WAY<br>SILVERDALE,WA 98383<br>360-555-1212 |  |
| <input type="radio"/>            | NORFOLK,VA 23501<br>360-555-1212  |  |
| <input type="radio"/>            | WORK/OFFICE<br>123 ADMIRAL WAY<br>NORFOLK,VA 23501<br>360-555-1212                  |  |
| <input type="radio"/>            | WORK/OFFICE<br>467 W STREET<br>BREMERTON,WA 98314<br>360-555-1212                   |  |
| <input checked="" type="radio"/> | 456 Elm Street<br>Mom's Address<br>PORTLAND,OR 97086<br>360-555-1212                |  |

**OK**   **Cancel**   **Add Address**



# In Transit/Emergency Contact and Additional Location Information

## Additional locations

|          |                      |   |            |                      |   |
|----------|----------------------|---|------------|----------------------|---|
| Pickup 1 | <input type="text"/> |   | Delivery 1 | <input type="text"/> |   |
| Pickup 2 | <input type="text"/> |   | Delivery 2 | <input type="text"/> |   |

Members may request an additional pickup or delivery location as long as it is within 30 miles or their authorized locations. With NTS shipments, there is usually no additional pickup location authorized however, members may request that the shipment be delivered to a private commercial storage facility.

To add an additional delivery location, follow the previous steps shown.

***NOTE: for the purpose of this instruction, we are not adding additional pickup or delivery locations.***



# Receiving Agents

## Releasing & receiving agents

|           |                   |           |                     |
|-----------|-------------------|-----------|---------------------|
| Releasing | Select from below | Receiving | Select from below   |
|           |                   |           | -- None Selected -- |
|           |                   |           | Mary Test           |
|           |                   |           | MR WANNA MOVE       |

For the purpose of this instruction we are only including Receiving Agent information (Releasing Agents are not needed for a NTS release) Members may authorize a Receiving agent to act on their behalf at destination location. Receiving Agents MUST be over the age of 18 and available from 0800 to 1700 on the days of delivery. When you enter a Receiving agent they do not need to have a Power of Attorney or a Letter of Authorization.

➤ Using the drop down menu, select your Receiving Agent and click next.

**TIP:** the drop down menu for Releasing/Receiving Agent fields are added when you create your Customer Profile. It is highly recommended that if the member has a spouse, they add them as a contact so that their name appears on the paperwork. Move details will NOT be discussed with anyone other than the member unless they are listed on the move paperwork (DD Form 1299). Your move paperwork is available for printing right before you submit your application.



# Pickup & Delivery Information

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
  - My Orders
  - Enter Order Information
- Order TEST NTS RELEASE**
  - Orders Details
    - Rank & Hand Copy Orders
    - Order Information
    - Duty Stations
    - Amboxus Duty
    - Orders Selection
    - Tour Information
    - Additional Information
    - Summary
  - Shipments
    - Create New Shipment
    - Current Shipments
      - 1 SHIP**
        - Pickup & Delivery**
        - Basic
        - Additional Items
        - Scheduling
        - Responsibilities
        - Summary
        - Counseling Office
        - Submit
- Entitlements
  - PCS/UB: 11000 lbs.
  - Remaining PCS/UB: 11000 lbs.

**Pickup and Delivery**

Customer: Elvira, Wanda -- United States Navy --

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

\*Is this a Local Move?  Yes  No

**Dates**

\*Desired Pickup Date: 11-Jan-2016  \*Desired Delivery Date: 29-Jan-2016

Click on the to display 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 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 , enter the address information and select 'Save Address'.

**Pickup & Delivery**

|                            |  |                              |   |
|----------------------------|--|------------------------------|---|
| *Authorized Pickup Address | YOKOSUKA, JAPAN<br>360-555-1212                    | *Authorized Delivery Address | 123 Main Street<br>BREMERTON, WA<br>98312<br>360-555-1212 |
| *GRLOC                     | Select from below<br>CPFL                          |                              |   |
| *Requested Pickup Address  | NTS YOUR AREA<br>NORFOLK, VA 23501<br>360-555-1212 | *Requested Delivery Address  | 123 Main Street<br>BREMERTON, WA<br>98312<br>360-555-1212 |
| Power of Attorney          | Select from below                                  | Power of Attorney            | Select from below   |
| Letter of Authorization    | Select from below                                  | Letter of Authorization      | Select from below   |

**In-Transit/Emergency Contact Information:**

\* In-Transit/Emergency Contact Information

456 Elm Street  
Home Address  
PORTLAND, OR 97006  
360-555-1212

**Additional locations**

|          |                      |            |                      |
|----------|----------------------|------------|----------------------|
| Pickup 1 | <input type="text"/> | Delivery 1 | <input type="text"/> |
| Pickup 2 | <input type="text"/> | Delivery 2 | <input type="text"/> |

**Releasing & receiving agents**

Releasing: Select from below

Receiving: MR WANNA MOVE  
MR WANNA MOVE  
360-473-5555

**When you have entered all of your Pickup and Delivery Information, click 'Next'**





# HHG Basic Information

**On the Basic HHG shipment page, members will indicate the estimated weight of their shipment. This weight should be the same weight of the shipment that was placed into NTS. If you're unsure of the actual weight that is in NTS please contact your local Personal Property office for that information.**

Customer Information  
 Point of Contact  
 My Orders  
 Enter Order Information

**Order [TEST NTS RELEASE]**

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

Shipment  
 Create New Shipment  
 Current Shipments  
 1-HHG  
 Pickup & Delivery  
 Basic  
 Additional Items  
 Scheduling  
 Responsibilities  
 Summary  
 Counseling Office  
 Submit

**Entitlements**  
 PCS/UB: 11000 lbs.  
 Remaining PCS/UB: 11000 lbs.

Please provide basic information about your shipment.

**Shipment Weights** Destination Shipping Information (from Consignment Guide)

|  |      |   |
|--|------|---|
| *Total estimated weight of your household goods<br>[i.e. enter the total estimated weight of all items that are being shipped]   | 3000 | <b>Weight Estimator Form</b>                            |
| *Estimated weight of PBP&E [Pro Gear]<br>[i.e. enter the portion of Total estimated weight that is Pro Gear]   | 10   | How will PBP&E affect my household goods weight?        |
| *Estimated weight of Spouse's PBP&E [Pro Gear]<br>[i.e. enter the portion of Total estimated weight that is Pro Gear]  | 0    | How will Spouse PBP&E affect my household goods weight? |
| *Spouse's Profession<br>[NOTE: Your spouse is only entitled to ship a <b>maximum of 500 lbs</b> Pro Gear in support of their occupation or community support activities] |      |   |

**Special Items included in shipment**

|  |  |                                    |  |
|--|--|------------------------------------|--|
| <input type="checkbox"/> Grandfather clock   | <input type="checkbox"/> Shrunk/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)

Release shipment from NTS Your AOR

216 characters left

<< Previous    Next >>

**In the Additional Information field, enter a note that the shipment is being released from NTS and add a note that states when you will be available to accept delivery. If you have your NTS information please enter the SON # and LOT# also. If you do not, please contact your local Personal Property Office and they can provide that to you.**

**Click Next. Example: Release shipment from NTS Your Area; can accept delivery beginning 29-JAN-2016**



# Additional Items

## Additional Items

Customer: [Move, Wanna -- United States Navy --

### Motorcycles

\* You have indicated you have a motorcycle. Do you want to add it to this shipment?

Yes  No

### Firearms

\* Do you want to add a firearm to this shipment?

Yes  No

\* I certify that this shipment does not contain firearms.



<< Previous

Next >>

If your NTS shipment includes a motorcycle or firearm, you must enter the associated information.

If your NTS shipment includes a boat 14' or longer; or of any length on a trailer, please contact your local TMO office for additional guidance.

If you say no to the firearms question, you are required to certify that your shipment does not contain firearms.



# Adding a Motorcycle

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [PCS Test]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 2-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items**
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements** <<

PCS: 11000 lbs.  
Remaining PCS:1596 lbs.

**Additional Items**

Customer: [Move, Wanna -- United States Navy --]

**Motorcycles**

\* You have indicated you have a motorcycle. Do you want to add it to this shipment?

**Add/Edit**

Is Vehicle Drivable:  Yes  No

\*Vehicle Identification Number (VIN):

Chassis Number:

License Plate Number:

\*Make:

\*Model Year:

\*Model:

\*Engine Size[numeric]:

Licensing State:

\*Country of Manufacturer:

\*Weight[numeric]

**Save** **Cancel**

When you say yes to adding a motorcycle, a new window will open and you will need to provide the information requested.

Once you have added the information, click 'Save'.

The motorcycle information populates on the page.

**Motorcycles**

| Action | # | Make            | Model   | Model Year | Engine Size | Licensing State | Estimated wt. | Country of Manufacturer |
|--------|---|-----------------|---------|------------|-------------|-----------------|---------------|-------------------------|
|        | 1 | HARLEY DAVIDSON | SOFTAIL | 2010       | 1584        | N/A             | 840           | UNITED STATES           |

**Add Motorcycle**



# Adding a Firearm

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [PCS Test]**

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
- Current Shipments
  - 3-HHG
    - Pickup & Delivery
    - Basic
    - Additional Items**
    - Scheduling
    - Responsibilities
    - Summary
    - Counseling Office
    - Submit

**Entitlements**

PCS: 11000 lbs.  
Remaining PCS:4200 lbs.

**Additional Items**

Customer: [Move, Wanna -- United States Navy --]

**Motorcycles**

| Action | # | Make            | Model   | Model Year | Engine Size | Licensing State | Estimated wt. | Country of Manufacturer |
|--------|---|-----------------|---------|------------|-------------|-----------------|---------------|-------------------------|
|        | 1 | HARLEY DAVIDSON | SOFTAIL | 2010       | 1584        | N/A             | 840           | UNITED STATES           |

[Add Motorcycle](#)

**Firearms**

\* Do you want to add a firearm to this shipment?  Yes  No

**When you say yes to adding a firearm, a new window will open and you will need to provide the information requested.**

**Once you have added the information, click 'Save'.**

**The firearm information populates on the page; click 'Next' when you have answered both questions.**

**Add/Edit Firearm**

\*Serial Number:

\*Make:

\*Model Year:

\*Model Name:

\*Caliber Size or Gauge:

\*Country of Manufacturer:

\*Firearm Code:

[Save Firearm](#) [Cancel](#)

**Firearms**

| Action | # | Model | Serial Number | Model Year | Caliber Size | Make      | Firearm code                     | Country of Manufacturer |
|--------|---|-------|---------------|------------|--------------|-----------|----------------------------------|-------------------------|
|        | 1 | 700   | 12345R4       | 2005       | .222         | REMINGTON | Acquired from a licensed dealer. | UNITED STATES           |

[Add Firearm](#)



# Additional Items

## Additional Items

Customer: [Move, Wanna -- United States Navy --

### Firearms

\* Do you want to add a firearm to this shipment?

Yes  No

\* I certify that this shipment does not contain firearms.



<< Previous

Next >>

**Firearms information MUST be added if NTS shipment includes firearms.**

**If you say no to the firearms question, you are required to certify that your shipment does not contain firearms.**

**Click Next.**



# Scheduling

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [TEST NTS RELEASE]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Scheduling**

Customer: [Move, Wanna -- United States Navy --]

Based on the total estimated weight of **3,000** pounds, it will take **1** days. **0** days for packing and **1** day for picking up your shipment. It is estimated that it will take **18** 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:                             | Jan 11, 2016 | Desired Delivery Date: | Jan 29, 2016 |
| Estimated shipment arrival date at destination : | Jan 29, 2016 |                        |              |

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

**Entitlements** <<

PCS/UB: 11000 lbs.  
 Remaining PCS/UB:8010 lbs.  
**Excess Cost:\$521.43**

The Scheduling page provides you with an estimate time for packing and pickup based on the weight estimate you provided in your application.

**NOTE:** The release of shipments from NTS can take up to six weeks to coordinate. The DPS page only provides shipment dates as an estimate. The responsible Personal Property Office will coordinate the actual release date with the NTS Warehouse facility and the new TSP.



# Shipment Dates

Based on the total estimated weight of **3,000** pounds, it will take **1** days. **0** days for packing and **1** day for picking up your shipment. It is estimated that it will take **18** 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:                             | Jan 11, 2016 | Desired Delivery Date: | Jan 29, 2016 |
| Estimated shipment arrival date at destination : | Jan 29, 2016 |                        |              |

**All transportation dates are negotiated between you and the TSP assigned to the shipment but the release must also be coordinated with the storage facility and it is required to be scheduled by the office storing the shipment. You cannot change the negotiated pick up date without contacting the office responsible for storing your shipment. Scheduling your property to be released to the TSP assigned and pulling the shipment out of a warehouse required additional lead time before the assigned TSP can pick up the shipment from the storage facility. Because of these additional requirements and (at times) limited carrier capacity, requests should be submitted as far in advance as possible but ultimately could result in your shipment being scheduled later than your original request dates.**

**The Desired Delivery Date should be the earliest date you indicated that you can accept delivery of the shipment. This is not however a firm delivery date or the latest date the carrier will have to offer the shipment for delivery without penalty. You can negotiate with the TSP for a preferred date. The RDD (Required Delivery Date or 'no later than' date) will be dictated by weight and distance as established for domestic transportation.**

**NOTE: there will be no temporary storage authorized at destination on domestic shipments! You MUST ensure you, or your agent, are available to accept direct delivery upon arrival of the shipment at destination.**



# Preferred TSP

Are you requesting a direct delivery? **i**

Yes  No

\* Do you have a preferred TSP?

Yes  No

\* Do you have a non-preferred TSP?

Yes  No

<< Previous

Next >>

**You MUST say yes to the direct delivery.**

**Say yes to the preferred TSP question if you have a moving company you would like to request be responsible for your shipment. If you say yes to this question, you must enter the name of the company in the field below.**

**Say yes to the non-preferred TSP question if you have a moving company that you would NOT like to move your property. If you say yes to this question, you must enter the name of the company in the field below.**

**Click Next when done.**

***NOTE: for the purpose of this demonstration, we have said no to these questions***



# Responsibilities

**Connecting Home**

- Customer Profile
- Customer Information
- Post #/Call#
- My Orders
- Enter Order Information

**Order (PICS Test)**

- Order Details
- Home & Travel Day Orders
- Order Information
- Order Status
- Address Duty
- Deliver Services
- Item Information
- Additional Information
- Summary
- Shipment
  - Customs Declaration
  - Customs Documents
  - Items
  - Pickup & Delivery
  - Base
  - Additional Items
  - Scheduling
  - Responsibilities
  - Customing Office
  - Notes

**Customs**

PIC# 11000 Bk.  
RamaNing PCS-1134 Bk.

**Customer Responsibilities**

Customer: Elina, Vilma - United States Entry -

- Member Responsibilities Before Packers Arrive
- Carrier Responsibilities on Moving Day
- High-Value Items
- Subleasing or Releasing Agent
- Pickup From Private Storage or Non-Warehouse
- Avionics Excess Personal Goods
- Three Critical Documents at Origin
  1. Household Goods Descriptive Inventory
  2. CG Form 6517
  3. Government Bill of Lading (GBL)

**BE THERE ON MOVIE DAY**

You or your designated agent must be available between 8 am and 5 pm for all scheduled pickup and delivery addresses on the days your personal attempted pickup or delivery charges. Leaving a minor or non-designated person will not fulfill the requirement.

**MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE**

1. **Electronics** - Disconnect TV and radio antennas. Disconnect and prepare all components such as stereos, suntables, compact disc players, VCR, etc.
2. **Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerator and freezer at least 24 hours before pickup. Empty the water.
3. **Hot Tub/Hotter/Pool** - Drain all water from hot tub and water beds and allow to dry.
4. **Appliances** - Disconnect all appliances, washer hoses and dryer vent hoses.
5. **Electrical Items** - Remove and package all electrical items, including window air conditioners.
6. **Unnecessary Items** - Dispose of worn-out and unneeded items. They add unnecessary weight.
7. **Commodities** - Dispose of foods or other consumables that could spoil or require special handling.
8. **Off the Wall** - Remove pictures, vases, and food racks from the walls, take down curtain rods and valances. Remove everything from the shelves.
9. **HBH&L** - Separate all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory.
10. **Separate Special Items** - Separate all items of clothing, toys, and valuables that will not be shipped with the rest of the household goods.
11. **Get Pests** - No Pests! - If necessary, have an extermination of the residence and household goods completed at least several days prior to pickup.
12. **Goods will not be packed up** by the carrier if suspected of being bag-infested. The member is responsible for costs associated with this.
13. **No Fragrant Tasks** - Dispose of propane tanks prior to shipment pick-up.
14. **Motocycle** - If putting the motorcycle in storage, 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, title, and sales tax.
15. **Dirty Dishes & Clothing** - Ensure all your dirty dishes, clothes, bed linen, etc. are clean and ready to be packed by the movers. Also, wash

**CARRIER RESPONSIBILITIES ON MOVING DAY**

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

**NOTES:** The carrier is permitted to leave unbrakeable and light items in drawers for close proximity moves.

[Top of Page]

**HIGH-VALUE ITEMS**

High value items are small, giftable items not normally listed in detail on the carrier-prepared inventory. Members should have their own inventory or proof of ownership which may be in the form of purchase receipts, cancelled checks, photographs, video or statements of government persons who observed

A member prepared inventory should be descriptive and in detail and list those personal property items of \$200 value or more that will not otherwise appear on the carrier prepared inventory.

- For example, an antique chair would not be packed in a carton, but would normally be listed separately on the carrier prepared inventory. However, a \$200 movie camera would normally be packed in a carton with other items being listed on a carrier prepared inventory.
- The member's prepared inventory should be categorized by a distinctive serial, and the member should retain the original in case it is needed to file a loss or damage claim.
- Members need to be prepared to provide evidence to support the loss or damage.

Hand Carry Special Items - Don't bring small, extremely valuable items.

Appraise Expensive and Valuable Items - Artwork, collectibles, etc.

Photograph or Document Valuables - Check-up photographs or videos.

**THE THREE CRITICAL DOCUMENTS AT ORIGIN (You are entitled to a LEGIBLE COPY of each of these documents)**

1. THE HOUSEHOLD GOODS DESCRIPTIVE INVENTORY
  - This is your official record of what is being shipped. Make sure all items are listed.
  - The inventory must include the name & serial number for each item, the date of appraisal.
  - Should accurately describe the items, value and condition of each.
  - Should apply to items in the PICS or PIR.
2. PRE-EXISTING DAMAGE
  - If an item shows obvious damage prior to shipping, you must file this on the bill of lading on the inventory.
  - If you disagree with these observations, check at the time of pick-up, you must notify the inventory taker you disagree with.
  - This is your responsibility document. "Household Goods Descriptive Inventory" details the inventory with the "PICS". It provides evidence taken by the driver at time of pickup.
  - Your signature on the inventory in your presence with the date and condition of each item listed.
3. GOVERNMENT BILL OF LADING
  - Should be signed but only if you verify the items to be accurate. It lists the following:
    - The weight of professional items.
    - Additional services performed (do not sign if these items were not completed).
    - Appraiser certified at origin.

A member may designate a spouse, a relative, or a friend who is not specified on the move application, the agent must have a representative.

**PICKUP FROM PRIVATE STORAGE OR WAREHOUSE**

1. **Appointment** - You must make an appointment to pickup with the carrier.
2. **Pickup List** - Provides the carrier with a description of what is being shipped.
3. **Be There** - All the scheduled time for pickup, the member or someone.
4. **Unpack/Block** - The member or member's representative is to be present.
5. **Repack and Move** - The carrier will then repack and move the box.

**NOTE:** This does not apply to goods in government storage, EDCO.

**AVIONICS EXCESS PERSONAL GOODS**

1. **Extra Services** - Add handling costs including special handling.
2. **Excess Weight** - Members should be aware that the total combined weight of all items is limited.
3. **Extra Shipments** - After basic household goods shipments from the carrier.
4. **Excess Distance** - Members should not exceed the allowed travel distance.

**MEMBER VALUE CLAIMS**

5. **Unauthorized Items** - Avoid shipping unauthorized items.
6. **Avionics Excess Charges** - Members or their designated representative.
7. **Special Items and Shipments** - If member elects to ship PICS or PIR For COMMERCIAL use, that will file a standard overseas cargo excess rate to the member. Joy boat over 14' or with a trailer for CC.

In order to be eligible for Full Replacement Value (FRV), you must file a claim 90 days with the Transportation Service Provider (TSP) within 90 days from the date of delivery. If the claim is filed more than 90 days from the delivery date, or irrevocably with the Military Claims Office (MCO) after delivery, you will only be eligible for depreciated value up to but not over from delivery.

If you notice loss and/or damage to your personal property at the time of delivery, you must submit a Loss/Damage Report in DPS and list those items. (If you file your actual claim within 75 days from the date of your delivery, you are not required to submit a Loss/Damage Report).

**Warning:** Submission of the Loss/Damage Report only provides notice of your Loss and Damage and does not constitute filing of your claim. Therefore you must file an actual claim to receive replacement/reimbursement for this loss/damage. If you submit your Loss/Damage Report later than 75 days after your delivery date, you will be required to enter a reason for the delay.

**GENERAL ITEMS**

If there is any change in orders or there are other factors that could affect delivery of your shipment, you must contact either the Origin or Destination PFSO Transportation Office. It is your responsibility to contact the Destination PFSO or to update your destination contact information, including a point of contact, in DPS immediately upon arrival to your new destination for when your property arrives. This minimizes the risk of you missing a critical phone call or message and having your personal property placed in temporary storage (SIT - Storage-in-Transit). If your goods are placed in storage, you may have to wait several days to even weeks until delivery can be arranged. Remember, you or your designated agent must be present at the pick-up and delivery locations between 8 am and 5 pm on your scheduled dates.

Read the It's Your Move Pamphlet! This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur.

**Have a safe and successful move.**

[Top of Page]

I acknowledge that I have read and understood the entitlement information above.

**Read & check Acknowledgement box**

**Click "Next"**



# Shipment Summary

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [TEST NTS RELEASE]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements** <<

PCS/UB: 11000 lbs.  
Remaining PCS/UB:8010 lbs.  
**Excess Cost:\$521.43**

**Shipment Summary**

Customer: [Move, Wanna -- United States Navy --

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 side of the screen.

**Customer Profile**

Name: Move, Wanna  
SSN/EIN:  
Primary Phone: 360-476-8888  
Permanent Contact Address:  
123 MAIN STREET  
BREMERTON, WA 98310

**Order Details**

Order: TEST NTS RELEASE Permanent Change of Station Shipment of HHG Permitted  
Order Date: 22-Oct-2015  
Current Duty Station: YOKOSUKA  
Headquarters Issuing Orders:  
New Duty Assignment/Location:

**Shipment 1 - Household Goods**

**Pickup Information**

Your Household Goods have a desired pickup date of 11-Jan-2016 from the pickup address:  
NTS YOUR AREA  
NORFOLK, VA 23501  
360-555-1212

**Delivery Information**

Your Household Goods will be delivered on the desired delivery date of 29-Jan-2016 to the delivery address:  
123 Main Street  
BREMERTON, WA 98312  
360-555-1212  
You have assigned your receiving agent as MR WANNA MOVE (360-473-5555)

The Shipment Summary pages provides you with a review of all the information you have entered into your application. If you need to make changes to any of the information on this page, you may use the counseling menu on the left side of the screen to edit the information for each section.

Once you have reviewed the information, check the acknowledgement box and click "Next"

Click here to verify the above information is correct

Print

<< Previous Next >>



# Counseling Office

**Counseling Menu**

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [TEST NTS RELEASE]**

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements**

PCS/UB: 11000 lbs.  
 Remaining PCS/UB: 8010 lbs.  
 Excess Cost: \$521.43

**Counseling Office**

Customer: [Move, Wanna -- United States Navy --]

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: BGIC                                 | GBLOC: JENQ                               |
| Installation Name: NAVSUP FLC NORFOLK-CPPSO | Installation Name: NAVSUP FLC PUGET SOUND |

**Selecting Counseling Office Information**

**REQUESTED PERSONAL PROPERTY OFFICE FOR COUNSELING**

You may request any Personal Property Office for counseling. This office 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:

Select from below  
 PPO NSA MID SOUTH MILLINGTON TN  
 PPO NAS PATUXENT RIVER, MD  
 PPO FLCN Annapolis  
 PPO Great Lakes  
 PPO / BASE PORTSMOUTH VA  
 PPO USCG SUPPORT CENTER, Elizabeth City  
 PPSO FLC NORFOLK VA  
 MCAS Iwakuni  
 NAVAL AIR FACILITY, ATSUGI JAPAN  
 COMFLEACT YOKOSUKA JAPAN  
 COMMANDER, FLEET ACTIVITIES SASEBO  
 Camp Zama

|   |                                   |
|---|-----------------------------------|
| <b>Selected Counseling Office Information</b> |                                   |
| Installation Name:                            | <b>PPSO FLC NORFOLK VA</b>        |
| Street:                                       | <b>7920 14TH STREET</b>           |
| City:   | <b>NORFOLK</b>                    |
| State:  | <b>VA</b>                         |
| ZIP/APO/FPO:                                  | <b>23505</b>                      |
| Country:                                      | <b>UNITED STATES</b>              |
| Phone:  | <b>8776198596</b>                 |
| DSN:  |                                   |
| Fax:  | <b>7574433736</b>                 |
| DSN Fax:                                      |                                   |
| Email:  | <b>HHG_MA_Counseling@navy.mil</b> |

**On the Counseling Office page, click to acknowledge you have read the disclaimer.**

**Please select the most convenient office for you to work with and turn in your forms to. Usually this will be the location storing your shipment but you may elect another office from the drop-down menu if it is more convenient. Please take note of the contact information for the office you select for future questions about your shipment.**

**Click "Next"**



# Excess Cost

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

**Order [TEST NTS RELEASE]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements** <<

PCS/UB: 11000 lbs.  
Remaining PCS/UB:8010 lbs.  
**Excess Cost:\$521.43**

You may notice that when you submit an application for a HHG shipment that releases your property from NTS that an excess cost amount appears in the Counseling Menu.

The Counseling menu is located on the left side of your application. As you complete each step of the application process, the counseling menu provides you with your Entitlements. You will see your authorized weight allowance and the remaining weight after completing and submitting each application. The excess cost amount appears below this information.

There may be an excess cost indicated for a variety of reasons. In most cases, an excess cost may be assigned when a members requests pickup/delivery from or to an unauthorized location. Excess cost may also be assigned when a member has multiple shipments and the combined weight of all shipments exceeds the maximum weight authorized.

All applications are reviewed for accuracy and if an excess cost is indeed owed, the member will receive confirmation from the responsible origin counseling office. If you see an excess cost on your application, make sure to discuss this with your origin counseling office.



# Shipment Submit

## Counseling Menu

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information

## Order [PCS Test]

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

## Shipment Submit

Customer: [Move, Wanna -- United States Navy --]

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).



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

DD Form 1797 (Personal Property Counseling Check list) [View & Print](#)

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

**IMPORTANT!!!** Do NOT submit your application! You need to print and sign the DD 1299 & 1797 or save them and electronically sign them, then upload them **PRIOR** to submitting your request. . Your application *will not* be processed until you provide these signed documents and a copy of your orders. Follow the upload instructions next.

- Summary
- Counseling Office
- Submit

## Entitlements

PCS: 11000 lbs.  
Remaining PCS:1596 lbs.



# DD Forms 1299 & 1797

## DD Form 1299

|   |   |   |                                 |
|---|---|---|---------------------------------|
| APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY<br><i>(Read Privacy Act Statement on back before completing form.)</i>   |   | 1. DATE PREPARED (YYYYMMDD)<br>20151123   | 2. SHIPMENT NUMBER<br>3 / 3 NTS |
| 3. NAME OF PREPARING OFFICE   |   | 4. TO (Responsible Origin Personal Property Shipping Office)<br>a. NAME<br>NAVSUP FLC PUGET SOUND<br>b. ADDRESS (Street, Suite Number, City, State, ZIP Code)<br>NAVSUP FLC PERSONAL PROPERTY CODE 4082<br>201 COLE AVE BLDG 940<br>BREMERTON, WA 98514 |                                 |
| 5. NAME OF DESTINATION PERSONAL PROPERTY SHIPPING OFFICE  |   |   |                                 |
| 6. MEMBER OR EMPLOYEE INFORMATION<br>a. NAME (Last, First, Middle Initial)    b. RANK/GRADE    c. SIN    d. AGENCY<br>Mons, William W/D    PO1-E-4    XXXXX-XXX-4681    United States Navy  |   |   |                                 |
| 7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING:   |   |   |                                 |
| a. HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ITEMS/NO. OF CONTAINERS (Enter quantity estimated)   |   |   |                                 |
| (1) POUNDS<br>5500  | (2) POUNDS OF PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PPE/PE) (Enter "NONE" if not applicable) | (3) EXPENSIVE AND VALUABLE ITEMS (Number of items)  |                                 |
| b. MOBILE HOME INFORMATION (Enter dimensions in feet and inches)  |   |   |                                 |
| (1) SERIAL NUMBER   | (2) LENGTH  | (3) WIDTH   | (4) HEIGHT                      |
| (5) TYPE EXPANDO (Describe)   |   |   |                                 |
| c. MOBILE HOME SERVICES REQUESTED (if applicable)<br><input type="checkbox"/> CONTENTS PACKED <input type="checkbox"/> MOBILE HOME BLOCKED <input type="checkbox"/> MOBILE HOME UNBLOCKED <input type="checkbox"/> STORED AT ORIGIN <input type="checkbox"/> STORED AT DESTINATION            |   |   |                                 |
| 8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING CHANGE OF STATION ORDERS:  |   |   |                                 |
| a. TYPE ORDERS (if one)<br><input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY  |   |   |                                 |
| b. ISSUED BY  |   | c. NEW DUTY ASSIGNMENT  |                                 |
| 4. DATE OF ORDERS (YYYYMMDD)<br>20151102  |   | a. ORDERS NUMBER<br>OCONUS PCS  |                                 |
| b. IN TRANSIT ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)<br>456 Elm Street (Mons's Address) PORTLAND, OR 97086   |   | c. IN TRANSIT TELEPHONE NO. (Include Area Code)<br>360-555-1212   |                                 |
| 9. PICKUP (ORIGIN) INFORMATION  |   |   |                                 |
| a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) (If a mobile home park, include mobile home court name)<br>123 Main Street<br>BREMERTON, WA 98512  |   | b. AGENT DESIGNATED TO RECEIVE PROPERTY<br>NONE   |                                 |
| b. TELEPHONE NUMBER (Include Area Code)<br>360-555-1212 (mons.bres@navsup.mil)  |   | c. SCHEDULED DATE FOR (YYYYMMDD)<br>20151128  |                                 |
| 11. EXTRA PICKUP/DELIVERY ADDRESS (if applicable)<br>N/A  |   | d. DELIVERY<br>a. PACK    b. PICKUP    c. DELIVERY<br>20151128    20151128    20151128  |                                 |
| 13. REMARKS<br>Narrow unpaved road to residence - no turnaround area. High Value Items POA (Origin) MR. WANNA MOVE 360-475-5555. Releasing Agent (Origin) Mary Test 360-555-1212  |   |   |                                 |
| 14. I CERTIFY THAT NO OTHER SHIPMENTS AND/OR NONTEMPORARY STORAGE HAVE BEEN MADE UNDER THESE ORDERS EXCEPT AS INDICATED BELOW (If none, indicate "NONE")  |   |   |                                 |
| a. FROM   |   | b. TO   |                                 |
|   |   | c. NET POUNDS (Actual or estimated)   |                                 |
|   |   | d. POUNDS OF PPE/PE (Actual or estimated)   |                                 |
| 15. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS<br>I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.   |   |   |                                 |
| a. SIGNATURE OF MEMBER/EMPLOYEE   |   | b. DATE SIGNED  |                                 |
| c. NAME OF CONTRACTOR (If you DPM or non temporary storage)   |   | d. ADDRESS OF CONTRACTOR (Street, Suite No., City, State, ZIP Code)   |                                 |
| 16. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Property is baggage, household goods, mobile home, and/or professional books, papers and equipment authorized to be shipped at government expense.<br>a. REASON FOR NONAVAILABILITY OF SIGNATURE |   |   |                                 |
|   |   | e. TITLE  |                                 |

DD FORM 1299, SEP 1998

PREVIOUS EDITION IS OBSOLETE.

Shown are examples of the DD1299 (Application for shipment) and the DD1797 (Counseling checklist).

## DD Form 1797

|  |  |   |  |
|--|--|---|--|
| PERSONAL PROPERTY COUNSELING CHECKLIST   |  |   |  |
| PRIVACY ACT STATEMENT  |  |   |  |
| AUTHORITY: 37 USC 406; 5 USC 5726; and E.O. 9397.  |  |   |  |
| PRINCIPAL PURPOSE(S): Primary purpose is to ensure the member, dependent, and government employee has been briefed properly on the movement of their personal property within the Defense Transportation System. Information collected in this system may also be used in determining validity of claims for damage and improper shipments and any third party responsibility. |  |   |  |
| ROUTINE USE(S): Information contained in this system of records may be provided to a carrier, for the purpose of helping to resolve or adjudicate claims brought by Defense Transportation System users.   |  |   |  |
| DISCLOSURE: Voluntary; however, failure to provide the requested information may delay settlement of a claim.  |  |   |  |
| 1. NAME (Last, First, Middle Initial)<br>Mons, William   | 2. SOCIAL SECURITY NUMBER<br>XXXX-XX-4681  | 3. GRADE/RANK/RATINGS<br>PO1-E-4  |  |
| 4. ISSUING AUTHORITY<br>BLUPERS  | 5. ORDER NUMBER AND PARAGRAPH<br>PCS Test  | 6. DATE (YYYYMMDD)<br>20151028  |  |
| 7. CHECKLIST (Record special instructions on back)   |  |   |  |
| PART I - HOUSEHOLD GOODS   |  | PART II - UNACCOMPANIED BAGGAGE (Continued)   |  |
| X (1) Settlement under the order described above (number of shipments, authorized destination, etc.)   | N/A (7) Items of extraordinary value   | N/A (8) Items of extraordinary value  |  |
| X (2) Weight allowances: PCS 11000 TDY 400   | N/A (9) When in contact in the event of loss or damage   | N/A (9) When in contact in the event of loss or damage  |  |
| X (3) Weight restriction at new duty station, if any   | N/A (10) Member's responsibility to complete and turn in quality control form  | N/A (10) Member's responsibility to complete and turn in quality control form   |  |
| X (4) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s)  | N/A (11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s)   | N/A (11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s)                                |  |
| X (5) Pick up date and required delivery date as determined by requirements of the member: R/O 20151130 - R/D 20151211   | N/A (12) Unauthorised items and disposal of useless items  | N/A (12) Unauthorised items and disposal of useless items   |  |
| N/A (6) Mode/method of shipment, including name of carrier if known  | N/A (13) Professional books, papers, and equipment   | N/A (13) Professional books, papers, and equipment  |  |
| X (7) Unauthorised items and disposal of useless items   | N/A (14) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives          | N/A (14) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives |  |
| X (8) Professional books, papers, and equipment  | PART III - NONTEMPORARY STORAGE  |   |  |
| N/A (9) Member's responsibility to prepare and submit a complete DD Form 1701, Inventory of Household Goods  | N/A (11) Settlements under this order, special services, etc.  |   |  |
| X (10) Servicing/deservicing appliances  | N/A (12) Included as part of HHG weight allowance when stored at Government expense  |   |  |
| X (11) Temporary storage (contractual or interest)   | N/A (13) Where stored and for how long   |   |  |
| X (12) Checking inventory at origin and destination, noting discrepancies on reverse of DD Form 1701, and carrier's inventory prior to shipment  | N/A (14) Pickup date   |   |  |
| X (13) Checking DD Form 619 prepared by carrier at origin for complete accuracy; information recorded thereon  | N/A (15) Appliance servicing   |   |  |
| X (14) Member's responsibility to sign delivery documents and release them to carrier immediately upon delivery of property and completion of delivery services and annotation of discrepancies  | N/A (16) Checking inventory at time of pickup  |   |  |
| X (15) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives  | N/A (17) What documentation given to member and its importance to him  |   |  |
| X (16) Member's responsibility to contact origin and destination (TO) if there is any change in order or there are other factors that could affect delivery of the shipment  | N/A (18) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s)   |   |  |
| X (17) Extra pickup or delivery charges, when applicable   | N/A (19) Unauthorised items and disposal of useless items  |   |  |
| X (18) Procedure to designate agent to receive property or accept property at absence of member and use of Power of Attorney or informal letter of authority   | N/A (20) Professional books, papers and equipment  |   |  |
| X (19) What documentation given to member and its importance to him  | N/A (21) Member's responsibility to contact the destination (TO) immediately upon arrival to give a point of contact for the TO when property arrives          |   |  |
| N/A (20) Member's responsibility to complete and turn in quality control form  | N/A (22) Procedure to designate agent to release property or accept property at absence of member and use of Power of Attorney or informal letter of authority |   |  |
| X (21) Member's responsibility to ensure PP items are free of soft-pick infection  | PART IV - HOUSE TRAILERS/MOBILE HOMES  |   |  |
| N/A (1) Settlement under this order, limitations, possible costs   | N/A (1) Settlement under this order, limitations, possible costs   |   |  |
| N/A (2) Included as part of HHG weight allowance when shipped at Government expense  | N/A (2) Services authorized at Government expense and those billed to member   |   |  |
| N/A (3) Weight allowances: Member Dependents   | N/A (3) Inclusion and contents of trailer, items that cannot remain in trailer   |   |  |
| N/A (4) Items that can be shipped as unaccompanied baggage   | N/A (4) Interest and probability of excess costs   |   |  |
| N/A (5) Pickup and delivery dates  | N/A (5) Pickup and delivery dates  |   |  |
| N/A (6) Pickup and delivery dates  | N/A (6) Carrier and Government liability   |   |  |
| N/A (7) Reason: Copy of Order in each container just before closing it   | N/A (7) What documentation given to member and its importance to him   |   |  |
| N/A (8) How and by whom shipped  | N/A (8) How and by whom shipped  |   |  |
| DD FORM 1797, SEP 1998   |  | PREVIOUS EDITION IS OBSOLETE.   |  |
| a. SIGNATURE OF COUNSELOR<br>DPS Counselor   |  | c. SIGNATURE OF MEMBER/DEPENDENT/AGENT  |  |
| DD FORM 1797 (BACK), SEP 1998  |  | d. DATE (YYYYMMDD)  |  |
| b. FOLLOW-UP:  |  | e. FOLLOW-UP:   |  |
| (X) YES ( ) NO   | (X) YES ( ) NO   | (X) YES ( ) NO  | (X) YES ( ) NO   |
| (1) HOUSEHOLD GOODS  | (6) MOBILE HOMES (If \$500 limitation on mobile home(s))   | (11) WEAPONS AND AMMUNITION   | (16) PROPERTY SHIPPED INFORMATION PAINT/PEEL   |
| (2) NONTEMPORARY STORAGE   | (7) WEAPONS AND AMMUNITION   | (12) PRIVATELY OWNED VEHICLES   | (17) I HAVE BEEN FURNISHED A COPY OF THE PERSONAL PROPERTY SHIPPING INFORMATION PAINT/PEEL |
| (3) PRIVATELY OWNED VEHICLES   | (13) I HAVE BEEN FURNISHED A COPY OF THE PERSONAL PROPERTY SHIPPING INFORMATION PAINT/PEEL   | (4) LOSS AND DAMAGE   |  |
| (4) LOSS AND DAMAGE  |  | (5) UNACCOMPANIED BAGGAGE   |  |



# Uploading Documents

**Counseling Menu** <<

- Customer Profile
  - Customer Information
  - Point of Contact
- My Orders
  - Enter Order Information
  - View Documents

**Order [DOCS TEST]** <<

- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Arduous Duty
  - Orders Selection
  - Tour Information
  - Additional Information
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit

**Entitlements** <<

PCS: 13000 lbs.  
Remaining PCS:2200 lbs.

**Shipment Submit**

Customer: [Bressi, Moira -- United States Navy --]

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 ADOBE® 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 the Shipment request.

**Once you have printed, signed and scanned your forms back into your computer, or saved and electronically signed them, they can be uploaded directly into DPS.**

**Click the “Upload Documents” button**



# Uploading Documents – cont.

## Document Management

DPS File Upload

Document Type

Select One

Select One

DD Form 1299

Power of Attorney

Order

DD Form 1797

Order Amendment

DD Form 2278

Miscellaneous

DD Form 1351-2

1. Use the Drop-down menu to select the type of document

2. Click browse, locate the document in your files, and select open

Document Management

DPS File Upload

Document Type

DD Form 1299

+ Browse

Upload

Choose File to Upload

DPS > DOCUMENT UPLOAD

Organize New folder

| Name                               | Date modified        | Type               | Size  |
|------------------------------------|----------------------|--------------------|-------|
| DOCSTEST_1299.pdf                  | 12/2/2016 12:36 PM   | Adobe Acrobat D... | 51 K  |
| DOCSTEST_1797.pdf                  | 12/2/2016 12:37 PM   | Adobe Acrobat D... | 104 K |
| NOWORD_TEST_1299 WITH ELEC SIG.pdf | 11/25/2016 10:55 ... | Adobe Acrobat D... | 118 K |
| NOWORD_TEST_1299.pdf               | 11/25/2016 10:51 ... | Adobe Acrobat D... | 51 K  |
| NOWORD_TEST_1797.pdf               | 11/25/2016 10:53 ... | Adobe Acrobat D... | 104 K |
| NOWORD_TEST_1797 WITH ELEC SIG.pdf | 11/25/2016 10:56 ... | Adobe Acrobat D... | 148 K |
| Sample USMC PCS with TEMINS.pdf    | 11/25/2016 10:28 ... | Adobe Acrobat D... | 65 K  |

File name: DOCSTEST\_1299.pdf

All Files (\*.\*)

Open Cancel

Document Management

DPS File Upload

Document Type

DD Form 1299

+ Browse

DOCSTEST\_1299.pdf

Upload

3. Click upload

Document Management

The DD Form 1299 document has been successfully uploaded.

DPS File Upload

Document Type

DD Form 1299

+ Browse

Upload

4. You will receive a message stating your document has been successfully uploaded.

Make sure you uploaded BOTH signed documents



# Viewing Documents

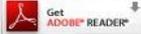
## Shipment Submit

Customer: [Bressi, Moira -- United States Navy --

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 documents.



DD Form 1299 (Application for Shipment and/or Storage)

DD Form 1797 (Personal Property Counseling)

Upload Documents

View Documents

These forms may be printed for review before submission. The

The screenshot shows a web browser window titled "Document Management" with the URL "https://dpstraining.sddc.army.mil/?p=/1p60eaTf6yF7C%2BF54TZrTxqTaLy5P62584aLiC23j6c1yFRiTRtuaqQ - Internet Explorer". The page displays a table of documents with columns for File Status, Shipment Type, File Name, Version, Document Type, File Create Date, View History, and Action. The table contains three rows of data, all with a status of "Submitted".

| File Status | Shipment Type | File Name                     | Version | Document Type | File Create Date | View History | Action |
|-------------|---------------|-------------------------------|---------|---------------|------------------|--------------|--------|
| Submitted   | 1-HHG         | DOCSTEST_12                   | 1       | DD Form 1299  | 02 Dec 2016      |              |        |
| Submitted   | 1-HHG         | DOCSTEST_17                   | 1       | DD Form 1797  | 02 Dec 2016      |              |        |
| Submitted   |               | Sample Separation Orders.docx | 1       | Order         | 02 Dec 2016      |              |        |

**You can check to make sure your documents have been uploaded by clicking the “View Documents” button.**

**When the Document Management window opens, you will see ALL of the documents you have uploaded. If you see one missing go back and upload it.**

**When you are done viewing your documents, close the Document Management window**



# Shipment Submit – Part 2

- Counseling Menu**
  - Customer Profile
    - Customer Information
    - Point of Contact
  - My Orders
    - Enter Order Information
    - View Documents
- Order [DOCS TEST]**
  - Orders Details
    - Rank & Hard Copy Orders
    - Order Information
    - Duty Stations
    - Arduous Duty
    - Orders Selection
    - Tour Information
    - Additional Information
    - Summary
  - Shipment
    - Create New Shipment
  - Current Shipments
    - 1-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Summary
      - Counseling Office
      - Submit
- Entitlements**
  - PCS: 13000 lbs.
  - Remaining PCS:2200 lbs.

**Shipment Submit**

Customer: [Bressi, Moira -- United States Navy --]

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 ADOBE READER](#)

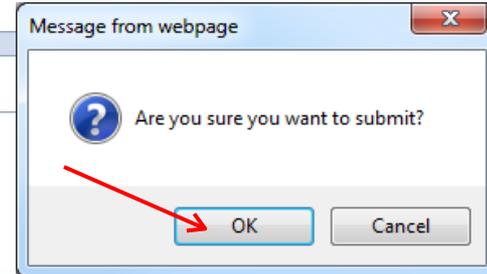
[DD Form 1299 \(Application for Shipment and/or Storage of Personal Property\) View & Print](#)

[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 the Shipment request.

[<< Previous](#) [Submit](#)



**Now that you have uploaded your documents you may submit your application. Click “Submit” and say okay to the message from the webpage.**

**Please note that your application will not be processed until your supporting documents are received. If you are unable to scan and upload your documents directly into DPS, you may still email your documents to the responsible origin counseling office.**

**To locate the responsible origin office, click the ‘previous’ button to return to the Counseling Office portion; this section provides you with the email for the counseling office you selected.**



# Email Confirmation

From: counseling@dpsmail.csd.disa.mil  
To: Bressi, Moira L CIV NAVSUP GLS, 0411  
Cc:  
Subject: Shipment Submission Received

Sent: Mon 11/23/2015 13:09

Wanna Move,

Your application for shipment 3/NTS from BREMERTON, WA 98312 to with a requested pickup date of Dec 30, 2015 has been received by the transportation counseling office - NAVSUP FLC PUGET SOUND BREMERTON located at BREMERTON, WA UNITED STATES. Upon receipt of your supporting documentation the Counseling Office will validate and finalize your application. Once your shipment has been awarded to a Transportation Service Provider (TSP), you will be notified by that TSP of your actual packing and pickup dates. You can continue to monitor the status of your shipment via the Shipment Management tab located on the DPS homepage.

If there is a need to make any changes to your application other than contact information which can be accomplished in the Shipment Management section please contact the transportation office at BREMERTON, WA UNITED STATES.

Phone: 3604767366

Thank You.  
Defense Personal Property System (DPS)

\*\*\* DO NOT REPLY directly to this email \*\*\*

**Once you have submitted your application, you will receive an automated email from the DPS system that confirms submittal and reminds you to submit your supporting documents. THIS IS NOT CONFIRMATION OF YOUR MOVE!**

**Supporting documents for a basic HHG shipment include a copy of your orders (including any amendments & modifications) and SIGNED copies of DD Forms 1299 & 1797. If anyone other than the member signs these forms make sure to also provide a copy of your Power of Attorney. If you are requesting a pickup from your Home of Record (HOR), also include a copy of your Enlistment Contract or Officer Letter of Commissioning that shows your HOR. If you are requesting pickup for dependents, please include a copy of your page 2. If you are separating/retiring, you may be asked for a copy of your DD 214. Your counseling office will contact you if any additional documents are required.**



# Contact

- For technical assistance contact the DPS Helpdesk available 24/7:
  - Toll-Free: (800) 462-2176
  - Commercial: 618-577-0969



# Links

- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **DTR:** <https://www.ustranscom.mil/dtr/dtrp4.cfm>
- **DOD Household Goods Portal:** <http://www.move.mil>
- **NAVSUP Navy Website:** [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)
- **US Marine Corps Website:** <http://www.marines.mil/>
- **Army Website:**
- **US Air Force Website:** [www.ppahq.af.mil](http://www.ppahq.af.mil)
- **US Coast Guard Website:** [www.uscg.mil/](http://www.uscg.mil/)
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** [www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_3.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf)
- **Storing a POV:** [www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_4.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf)
- **Weight Estimator:** <https://www.move.mil/resources/weight-estimator>
- **It's Your Move Booklet:** [www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)