DEFENSE PERSONAL PROPERTY PROGRAM

www.move.mil

Making Moving Better for the DoD Family!

Have you ever heard the old saying, "It's Your Move?" With the Defense Personal Property System (DPS), it really is your move.

DPS carries out the goals of the Defense Personal Property Program (DP3) by improving the household goods relocation experience and streamlining move management.

DPS gives you the ability to:

- Self counsel anytime, anywhere, as long as you have a computer and Internet access.
- DPS is Compatible with several operating systems/browsers. . .check your Browser compatibility through the www.move.mil website. Make sure to turn off the pop-up blocker from the "Tools" menu.
- Update your contact information (i.e., phone numbers, addresses, emails) as your relocation progresses. This is vital so the moving company can contact you during the relocation process.
- Check your shipment status.
- View your net weight.
- Check storage days authorized or remaining.
- Request delivery or a temporary storage extension.
- Evaluate your moving company, and;
- Start/complete a loss and damage claim.

Getting Started

Even if you visited your Transportation Office in person for the pre-move counseling session, you will need to acquire a DPS userid/password. Start by submitting a request for an ETA (Electronic Transportation Acquisition) password via *www.move.mil*. Just click on "DPS Login/Registration Process" followed by "DOD Service Member and Civilian Registration."

There are a few exceptions of self-counseling and using DPS such as: first time movers, retirements, separations, and others depending on your Service Headquarters policies. A list of all exceptions and guidance is posted on *www.move.mil*. Simply click "Before You Move," then click the icon for your Service.

Arranging Your Move

- ✓ Submit counseling applications and travel orders as soon as orders are received to help accommodate your schedule.
- ✓ After your counseling application is submitted and the Transportation Office has awarded your shipment to a moving company, your next step is coordination with the moving company.
- ✓ Your assigned moving company will attempt to initially contact you within 3 working days of shipment booking, and they must conduct a pre-move survey no later than 72 hours before your requested move date.
- ✓ A "requested" pickup date is not a "confirmed" pickup date. Pack/load/pickup dates must be negotiated with your moving company and must account for both your requested dates and their availability. Be prepared to provide alternate pack and pickup dates.
- ✓ Pack dates depend on your shipment size, and are usually one or two days before the actual pickup date of your shipment.
- ✓ ***It is the mover's responsibility to unpack all items with one time placement, reassemble items that were disassembled at origin, and remove trash on the day of delivery.*** You can waive the unpacking; however, the moving company is not obligated to return to your residence to pick up the debris.

Direct technical questions to the System Response Center (SRC) at 800-462-2176 Opt 5, Commercial 618-589-9445, or email usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil. OCONUS users requiring toll free access should follow these steps: Dial 94 809-4-OFF-DSN (809-463-3376). You will receive a second dial tone; Dial your toll-free number, including the "1" (1-800-462-2176).

On Packing / Moving Day

Contracted moving companies normally hire local agents to pack and unpack your shipment, who may have different company names than the assigned mover.

If You Experience Any Problems

If the movers do not contact you in a timely manner, do not perform a pre-move survey, do not show up on your move date, ***or you encounter problems with moving personnel at your residence, immediately contact your local Transportation Office (TO) for assistance.***

Complete Your 6-Question Customer Satisfaction Survey (CSS) …it only takes a few minutes !

Expect weekly CSS email reminders starting 7 days after delivery. How you evaluate your moving company directly impacts whether they receive more or less DOD household goods business in the future! Your participation ensures we select only quality moving companies. For more information, visit *http://www.move.mil/dod/claims_css/css.cfm*.

If you have technical problems when completing your CSS, call to do a phone survey at 800-462-2176 Opt 5, Commercial 618-589-9445 (Mon-Fri 0800-2100 or Sat 0900-1500 CST) . Have your Government Bill of Lading (GBL) number available, which can be found in DPS under the Shipment Management tab or on paperwork provided by the moving company.

Direct CSS related questions to your local TO.

Filing Your Claim in DPS

The claims filing process can present some challenges, but here are helpful resources:

- Review "Claims How To" PDF at *http://www.move.mil/dod/claims_css/dod_claims.cfm*
- See "Claims FAQs" at *http://www.move.mil/dod/faq.cfm*
- Read "Claim Filing Deadlines" at *http://www.move.mil/dod/claims_css/dod_claims.cfm*
  - ✓ File your Loss and Damage Report within 75 calendar days of delivery.
  - ✓ Submit your formal claim as soon as possible, but not later than 9 months after delivery for full replacement value benefits (or within 2 years of delivery date for depreciated value).
  - ✓ Upload photos/receipts to support your claim.

Need some expert advise or assistance negotiating with your moving company?

The Military Claims Offices (MCOs) are your key contact for the claims process.

- **Air Force**
  https://claims.jag.af.mil/
  Email: AFCSC.JA@us.af.mil
- **Army**
  https://www.jagcnet.army.mil/Claims#
  Email: usarmy.meade.hqda-otjag.mbx.dpsclaimtransfers@mail.mil
- **Coast Guard**
  www.fincen.uscg.mil/hhg.htm
  Email: FIN-SMB-HHG@uscg.mil
- **Marine Corps**
  https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/Military%20Personnel%20Services/Property
  Email: hqmc.claims@usmc.mil
- **Navy**
  www.jag.navy.mil/organization/code_15_packets_forms.htm
  Email: norfolkclaims@navy.mil

Need More Information ?

"It's Your Move" – Military
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

"It's Your Move" – Civilian
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf

"Shipping Your Personally Owned Vehicle"
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf

"Storing Your Personally Owned Vehicle"
http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf

*** Please Note ***

Families tend to relocate their households during the summer months. This creates a strain on the household goods moving and storage industry, as well as the DPS computer system. If response times are slow, your patience is appreciated.

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