



Welcome



- SDDC thanks you for your patience as we await others to join into DCO before we start the webinar.
- We will demonstrate a customer self-counseling session live in DPS Test. Slides of a self-counseling session are available for download now further below in DCO.
- Ensure you have functional speakers as we'll transmit our voice over the internet
- Questions must be communicated via the “Chat log” in DCO (your microphones will not work)
- To ensure we complete the webinar during the allotted time, please allow us to answer questions at the end of the webinar



Military Surface Deployment & Distribution Command

Customer Self-Counseling in DPS Webinar

Mr. Jeff D. Sager

12 and 14 Feb 2013





Agenda



- **“DPS How-to Guides” for the customer**
- **DPS Account Request**
- **Going Live into DPS Test and the Welcome Screen**
- **Self-Counseling Process**
- **Entitlement Summary**
- **Create New Shipment**
 - **International Household Goods (iHHG)**
- **Customer and Carrier Responsibilities**
- **Shipment Summary**
- **Counseling Office Selection**
- **Submit Shipment**
- **HHG Shipment DRAFT DD Form 1299 and 1797**



DPS How-to Guides for the Customer



- Within www.move.mil under **DOD Service Members and Civilians (DOD)** in “Before Your Move”, the below “DPS How-to Guides” are list.
- Posted at http://www.move.mil/dod.htm#beforeBegin_dpsHowToGuides
- Here are the step-by-step guides to complete your household goods shipments using DPS from start to finish. More detailed training materials are available in DPS. After you log in to DPS, click the "Training" tab on the menu bar.
 - **1-DPS Registration and Access**
 - **2-Logging into DPS**
 - **3-DPS Welcome Section**
 - **4-Self Counseling**
 - **5-Shipment Status Check**
 - **6-Personal Info Update**
 - **7-Requesting a Reweigh**
 - **8-Requesting Delivery**
 - **9-Customer Satisfaction Survey**
 - **10-Filing a Claim**

DPS How-to Guides for the Customer



Move.mil - DOD - Windows Internet Explorer

http://www.move.mil/dod.htm#beforeBegin_dpsHowToGuides

File Edit View Favorites Tools Help

Move.mil - DOD

What Is DPS? DPS Registration DPS Login Forgot Password?

DOD Service Members and Civilians

Before Your Move Start Your DPS Move Claims/CSS

Before Your Move

Read This First

- DPS Process Chart
- DPS How-to Guides**
- Prepare for your Move
- Weight Allowance
- General
- Retirement and Separation
- Privately Owned Vehicles (POV)
- Firearms

Here are the step-by-step guides to complete your household goods shipments using DPS from start to finish. More detailed training materials are available in DPS. After you log in to DPS, click the "Training" tab on the menu bar.

- [1-DPS_Registration and Access](#)
- [2-Logging into DPS](#)
- [3-DPS Welcome Section](#)
- [4-Self Counseling](#)
- [5-Shipment Status Check](#)
- [6-Personal Info Update](#)
- [7-Requesting a Reweigh](#)
- [8-Requesting Delivery](#)
- [9-Customer Satisfaction Survey](#)
- [10-Filing a Claim](#)

Useful Tools

- Moving Resources
- Travel Information

Links

- Acronyms
- Glossary
- Locator Maps
- Other Links
- Service Member/Civilian FAQ

Watch the Video!

Internet | Protected Mode: On 100%



DPS Account Request



DPS DOD Customer Registration - Windows Internet Explorer

https://eta.sddc.army.mil/dpsRegister/dodCustomer.aspx

File Edit View Favorites Tools Help

DPS DOD Customer Registration

ETA Electronic Transportation Acquisition

Defense Personal Property System (DPS) - DOD Customer Registration

If you have a DPS account already, you may log on to [DPS](#).
[Forgot password?](#)

If you do not receive your account confirmation within the next 48 hours, please contact the SRC at DSN 770-7332/Comm 618-220-7332 Option 6.

Social Security Number (Coast Guard, use EIN)
Re-Enter Social Security Number (Coast Guard, use EIN)
First Name	Stewart
Last Name	Little
Phone Number	618-220-6965
Email Address	sherri.l.snow.civ@mail.mil
Branch of Service	Marines

**Branch of Service:
Marines**

Please select 7 different questions and provide responses.

What is your favorite fruit?

Done Trusted sites | Protected Mode: Off 100%



Welcome Screen



DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer

https://dps-test.sddc.army.mil/finsechannel_enu/start.swe?SWECnd=Login&id=EP1=1&_n=BT2M1PtyZrBq7-1g206LagQ34d4wq77MF48BaoC4mPS.pndQgMY10DakWsk

Defense Personal Property System (DPS)

Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey (CSS) Claims Engagement Guide Training DPS User Satisfaction

Shows Wednesday, January 26, 2011 3:19:02 PM Reports Saved Queries HELP

General Information

- DTIC
- DPS
- DTIS
- DPD-Station Inventory
- Find a Counseling Office

Quick Reference

- Moving Tips
- Personally Insured Items
- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide

ALERT:

- **DEFERRED Shipments**
 ON-BOARD Shipments - YOU MUST ENTER a shipment primary delivery address (i.e. port address, ST address) to include city, state, and zip code if re...
- **"SPECIAL CHARACTERS and DPS PROCESSING"**
 When entering data in DPS DO NOT use any special characters. Due to these special characters DPS is unable to handle these characters to allow self...

Deliver Brochures:

- 21 your Home
- Shipping and RV's
- Starting your RV's
- Moving your Marine Home
- USCG Deck Home Owner 101's

Welcome Stewart Little, of Marine Corps.

The Defense Personal Property System (DPS) is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.
For information on how to use DPS, select the Training Tab on the menu above.

Note: Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

[Please Click Here >>>> United States Marines Information](#)

What you will need to Get Started

If you have handwritten orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the **Self Counseling Tab** at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

1. Your Contact information
2. Pick-up and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling
 Step 2: Shipment Management
 Step 3: Customer Satisfaction Survey (CSS)
 Step 4: Claims

To Begin Self Counseling Click Here

PRIVACY ACT INFORMATION - The information accessed through the system is For Official Use Only and must be protected IAW DOD Directive 5400.11 and DOD 5406.13-R, DOD Privacy Program, Authority: The Privacy Act of 1974, as amended, 5 U.S.C. 552a. Purpose: Use of information in this system is restricted to DPS account holder and disclosure is prohibited without the written consent of the member.

USARMC/POLO/PR&D-ACT APPROV

Trusted sites | Protected Mode: OFF | 76%



Welcome Screen



First time users must click here and review their Services information

Please Click Here >>>> United States Marines Information

To Begin Self Counseling Click Here

ALERT!

PRIVACY ACT INFORMATION



Welcome Screen



The screenshot shows the official website of the United States Marine Corps (Marines.mil) in a Windows Internet Explorer browser. The browser's address bar shows the URL <http://www.marines.mil/>. The website header includes the Marine Corps logo and the text "MARINES THE OFFICIAL WEBSITE OF THE UNITED STATES MARINE CORPS". A search bar is located in the top right corner.

The main navigation menu includes: HOME, NEWS, PHOTOS, UNITS, LEADERS, MARINES, FAMILY, and COMMUNITY RELATIONS. Social media icons for Facebook, Twitter, YouTube, and LinkedIn are also present.

The main content area features a large article titled "New Roles for Women" with a photo of two female Marines. The article text reads: "Corps' Top Leaders Address Lifting of Combat Exclusion Policy. Cpl. Daisy Romero (left) and Sgt. Jessica Droningo, assigned to a female engagement team (FET), speak with an Afghan man in his compound during a patrol in Marjah, Helmand province, Afghanistan, Dec. 30, 2010..." Below the article is a "Read Blog" link and a progress indicator.

To the right of the main article is a "HEADLINES" section with a "More News" link. It lists several news items: "SPC/F Tazari Special Forces, US Mar...", "USMC Female Marine PFT training pr...", "1-4 Conducts Training Exchange W...", "Retired Marine continues to serve...", and "Wounded warriors share experiences...". Below the headlines are icons for "MAGAZINE", "MARINES TV", and "BLOG".

Below the main content area is an "ONPOINT" section with a red background, featuring a location pin icon and the text "USMC Statement on the Lifting of the 1994 Combat Exclusion Policy" and "1/1".

The footer of the website includes a row of small images and three larger promotional banners: "Commandant of the Marine Corps", "The Marines Have", and another banner with a smartphone image.



Welcome Screen



Customer then must click here to acknowledge their Service specific information

Click here to Acknowledge Service Specific information

What you will need to Get Started

If you have hardcopy orders or a Letter-in-Chief of orders and want to create a shipment, please click on the **Self Counseling** Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

1. Your Contact information
2. Pickup and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

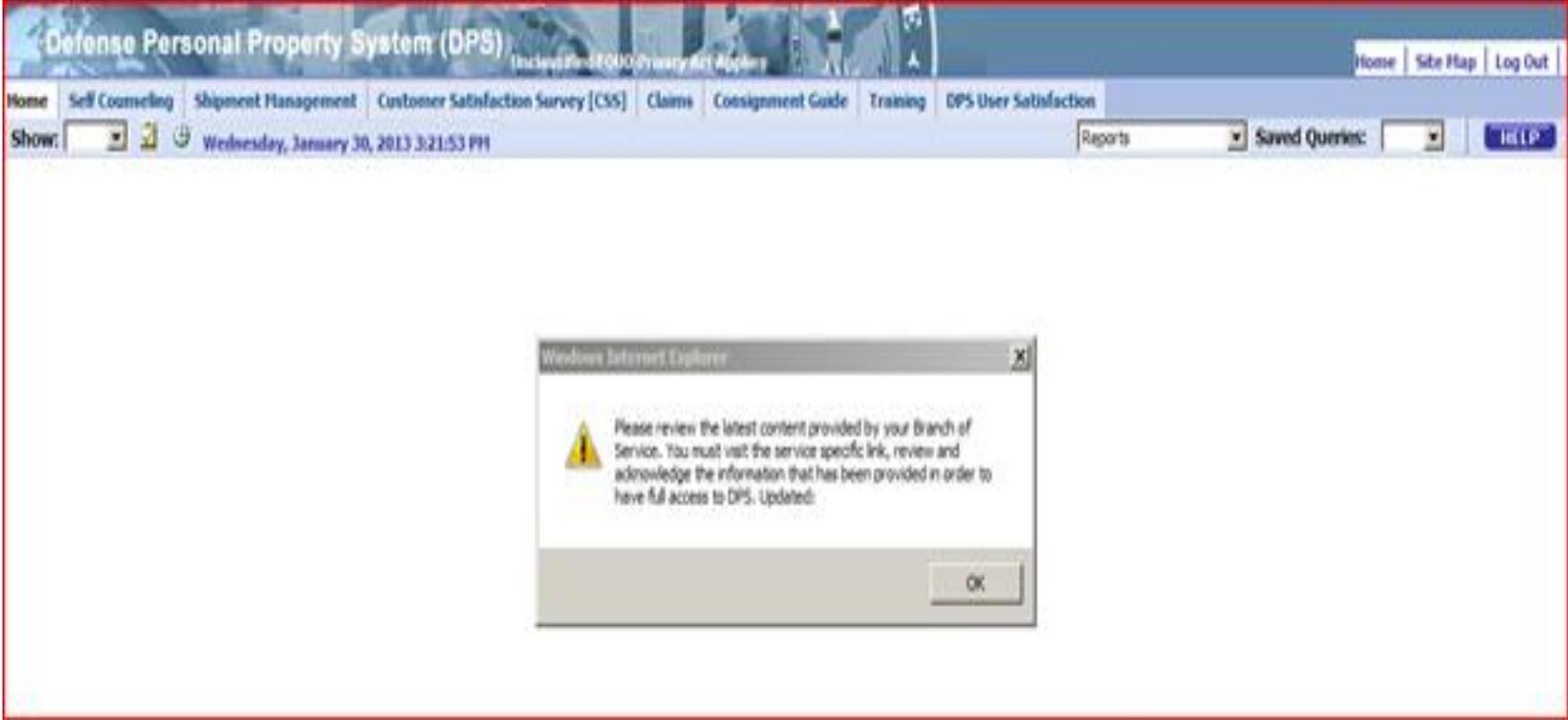
Step 1: Self Counseling
Step 2: Shipment Management
Step 3: Customer Satisfaction Survey (CSS)
Step 4: Claims

To Begin Self Counseling Click Here

If this is chosen before acknowledgement, they will get a pop-up note as shown on the next page



Welcome Screen



Above statement: Please review the latest content provided by your Branch of Service. You must visit the service specific link, review and acknowledge the information that has been provided in order to have full access to DPS. Updated:



Self-Counseling Process



The screenshot shows the Defense Personal Property System (DPS) website. The browser title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The URL is "https://dps.test.sddc.army.mil/freemovechannel_enu/start.swe?SWEDnd=Login&SWEDPL=1&_en=XRd9M7CQ5-4EzQjwN0BfwDnwjT...". The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The "Self Counseling" menu is expanded, showing "Customer Profile", "Customer Information", and "Point of Contact". The "Useful Links" section includes "Limitations", "Online Brochures", "FAQs", "Find a counseling office near you", "What's Estimated", and "Shipment / Account". The main content area is titled "Counseling" and displays a "Welcome to Counseling" message. Below this, a section titled "Counseling Process" lists six steps: Step 1: Creating My Personal Profile, Step 2: Completing My Orders Information, Step 3: Creating My Shipments, Step 4: Understanding My Responsibilities, Step 5: Reviewing My Shipment Summary, and Step 6: Submitting My Application. A red box highlights this section, and a red arrow points from a text box to it. The text box contains the text: "This Counseling Process is spelled out on the next slide".

Counseling Process

DPS guides you through the counseling process using the 6 easy steps outlined below. As you move through the application, DPS tracks your progress by highlighting your steps in the navigation tree on the left. To see the details included in each "Step", hover over the Step below that you need more information on.

- Step 1: Creating My Personal Profile
- Step 2: Completing My Orders Information
- Step 3: Creating My Shipments
- Step 4: Understanding My Responsibilities
- Step 5: Reviewing My Shipment Summary
- Step 6: Submitting My Application

TO GET STARTED you must first create your personal profile by clicking on the Customer Information link under Customer Profile in the navigation tree on the left. Throughout the process, DPS displays additional information whenever you click on the **1**.

This Counseling Process is spelled out on the next slide



Self-Counseling Process



- **Counseling Process:** DPS guides you through the counseling process using 6 steps outlined below. As you move through the application, DPS tracks your progress by highlighting your steps in the navigation tree on the left. To see the details included in each “Step”, hover over the Step below that you need more information on.
- Step 1: Creating My Personal Profile
- Step 2: Completing My Orders Information
- Step 3: Creating My Shipments
- Step 4: Understanding My Responsibilities
- Step 5: Reviewing My Shipment Summary
- Step 6: Submitting My Application



Self-Counseling Process



Step 1: Creating My Personal Profile

The Self Counseling Process begins with you. As you create a profile by providing a few details such as primary contact email and phone numbers and points of contact, DPS records and stores it so you don't have to enter the same information for every shipment that you create.

TO GET STARTED you must first create your personal profile by clicking on the Customer Information link under Customer Profile in the navigation tree on the left. Throughout the process, DPS displays additional information whenever you click on the

This provides example of the details included in each "Step", when hovered over.



Self-Counseling Process



DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer

https://dps.test.odd.army.mil/freeschedule_enr/start.swe?SWECmd=Login&SWEP=1&_gn=XRdb94JTCQ54EtQjwN0Mf+6DnWjT.kgZrPWFdRQjA/vbM18HHER=68WuPA

Defense Personal Property System (DPS)

Home | Site Map | Log Out

Home | Self-Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Counseling | Wednesday, January 30, 2013 3:34:58 PM | Reports | Saved Queries: | HELP

Counseling Menu

- Customer Profile
- Customer Information
- Point of Contact

Useful Links

- Limitations
- Online Bookstore
- FAQs
- Find a Subordinate Office (CSA/CSO)
- Weights Estimator
- Shipment Accounts

Customer Profile

Customer: [Little, Stewart] -- United States Marine Corps -- 367158456

Welcome to your Customer Profile.

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

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

To begin entering your profile information, click here.

Within Counseling Menu on left, it tracks the customer's progress through the process. Next slides create the Customer Profile, to include their Customer Information and Points of Contacts (POC)

Unclassified//FOUO-Privacy Act Applies

Trusted sites | Protected Mode: Off | 100%



Self-Counseling Process



DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer

https://dps.test.addr.army.mil/freeschedule_enu/start.exe?SWECnd=Logn&vBPL=1&_gn=XRd9MUTQ5-4EtQ?wN08f=0nWjT.akd3P6FDkQjAixbMY8fKER-m68LPA

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Consignment Guide | Training | DPS User Satisfaction

Show: Counseling | Wednesday, January 30, 2013 3:35:52 PM | Reports | Saved Queries: | HELP

Counseling Menu

- Customer Profile
- Customer Information**
- Point of Contact

Useful Links

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weights Estimator
- Stowage / Airframe

Customer Information

Customer: [Litt, Stewart] -- United States Marine Corps -- 367108456

So that you can be reached during your move, please use the area below to provide accurate contact data, to include email addresses. Your contact information can be updated at any time. Once your shipment(s) have been delivered, you will be emailed a customer satisfaction survey to complete which will support DoD's efforts in providing quality customer service.

Customer Information

*Branch Of Service: United States Marine Corps

*Personnel Status: --Select From Below--

*Primary Phone Number: FORMAT: xxx-xxx-xxxx for Domestic

Secondary Phone Number: FORMAT: xxx-xxx-xxxx for Domestic

*Primary Email: Ex: john.doe@usa.gov

Secondary Email:

Permanent Contact Address

*Address Line 1:

Address Line 2:

Location

CONUS (U.S.) OCONUS (Non U.S.)

Unclassified/FOUO-Privacy Act Applies

Done | Trusted sites | Protected Mode: Off | 100%



Self-Counseling Process



The screenshot shows the Defense Personal Property System (DPS) website interface. A red box highlights a dialog box titled "Permanent Contact" with the following text:

Permanent Contact

A permanent street, city, state, zip address of an individual that is always in contact with the service member in the event of emergency contact and notification.

FORMAT: XXX-XXX-XXXX for Domestic
FORMAT: XXX-XXX-XXXX for Domestic
Ex: jplindse@usa.gov

The background shows the "Customer Information" section with fields for Branch Of Service (United States Marine Corps), Personnel Status (Military), Primary Phone Number (618-220-XXXX), Secondary Phone Number (618-667-XXXX), Primary Email (sham, L.), and Secondary Email (jeff.d.ass...).

ABOVE NOTE: **Permanent Contact:** A permanent street, city, state, zip address of an individual that is always in contact with the service member in the event of emergency contact and notification



Self-Counseling Process





Self-Counseling Process



- POC Information

The screenshot shows the Defense Personal Property System (DPS) website in Internet Explorer. The browser title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The address bar shows the URL: "https://dps.test.sddc.army.mil/fms/channel_enu/start.swe?SWECmd=Login&SVIPL=1&_gn=XRdbSMJTCQ5-4EtQjwN08fw6DnWjT...". The page header includes "Defense Personal Property System (DPS)" and "Unclassified/FOUO-Privacy Act Applies". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The "Self Counseling" menu is expanded, showing "Customer Profile", "Customer Information", and "Point of Contact". The "Point of Contact" section displays the customer information: "Customer: [Little, Stewart] -- United States Marine Corps -- 357159456". Below this, there is a text box with instructions: "Please identify at least one personal contact who will know how to reach you at origin, while in-transit, or at your new destination and would be willing to accept inquiries from your TSP if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney /Letter of Authorization). Please click on the **Add Contact** button to add additional contacts to your profile." Below the text box, it says "No Additional point of contact information found." and there is an "Add Contact" button. At the bottom of the section, there is a checkbox: " I acknowledged that I have no point of contacts." and two navigation buttons: "<< Previous" and "Next >>". The footer of the page says "Unclassified/FOUO-Privacy Act Applies".



Self-Counseling Process



DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer

https://dps.test.addc.army.mil/freeschannel_enr/start.swe?SWECnd=Logn&SWEP=1&_n=1Rd3NUTCO54E1Q3H08F6DwWjT.kxgJ3P9FdR0jAvb0MY8H4ER=68VvPA

Defense Personal Property System (DPS)

Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisfaction

Show: Counseling Wednesday, January 20, 2013 3:56:11 PM Reports Saved Queries: HELP

Counseling Menu

- Customer Profile
 - Customer Information
 - Point of Contact

Useful Links

- Locations
- Online Brochure
- FAQs
- Find a counseling office near you
- Wagon Estimator
- Wagon / Airframe

Point of Contact

Customer: [John, Stewart] - United States Marine Corps - 357133492

Add/Update Contact

Please identify at least one contact person for your TSP if needed. You may add multiple contacts. Please click on the Add Contact button to add a new contact.

No Additional point of contact information provided.

I acknowledged this information and would be willing to accept inquiries from my agency (Letter of Authorization).

* First Name:	<input type="text" value="Norma"/>	
Middle Initial:	<input type="text"/>	
* Last Name:	<input type="text" value="Ree"/>	
* Primary Phone:	<input type="text" value="618-256-4455"/>	FORMAT: xxx-xxx-xxxx for Domestic
Primary Phone Ext:	<input type="text"/>	
Secondary Phone:	<input type="text"/>	
Secondary Phone Ext:	<input type="text"/>	
* Primary Email:	<input type="text" value="jeff.d.sager.cv@mail.mil"/>	FORMAT: johndoe@eta.gov
Secondary Email:	<input type="text" value="jerm.lanow.cv@mail.mil"/>	
* Power of Attorney?:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="!"/>
* Letter of Authorization?:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="button" value="!"/>

Unclassified//FOUO-Privacy Ad Applies

Done Trusted sites | Protected Mode: Off 100%



Self-Counseling Process



The screenshot shows the Defense Personal Property System (DPS) web application. The browser title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The URL is "https://dpsptest.eddc.army.mil/faces/home/enu/start.jspx?_afw=60dW5t...". The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The "Show:" dropdown is set to "Counseling". The date and time are "Wednesday, January 30, 2013 4:02:46 PM".

The main content area is titled "Point of Contact" and shows the customer information: "Customer: [Little, Stewart] -- United States Marine Corps -- 357159454". Below this, there is a text box with instructions: "Please identify at least one personal contact who will know how to reach you at origin, while in-transit, or at your new destination and would be willing to accept inquiries from your TSP if needed. You may also use this area to designate an individual to make decisions on your behalf (Power of Attorney /Letter of Authorization). Please click on the **Add Contact** button to add additional contacts to your profile."

Below the text box is a table with the following data:

Action	Name	Phone	Email	Relationship
	Norma Rae	610-256-4455	jeff.d.sager.civ@mail.mil sheri.Lanow.civ@mail.mil	POA, LOA

Below the table is an "Add Contact" button and navigation buttons: "<< Previous" and "Next >>".

At the bottom of the page, there is a footer: "Unclassified//FOUO-Privacy Act Applies".



Self-Counseling Process



- **Counseling Menu – My Orders – Order Details**



Self-Counseling Process



- **Counseling Menu – My Orders – Order Details – Order Information**

The screenshot displays the Defense Personal Property System (DPS) web application interface. The browser window title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The address bar shows the URL: https://dps.test.sddc.army.mil/firstchannel_enr/start.asp?SWECmd=Login&WEPL=1&_an=XR0bSH7CQ5-4E2j+H08F+D0w3T.kdJ3H9FdR0jAyoM9R3H4RZ-468VUPA. The page header includes the DPS logo and navigation links: Home, Site Map, Log Out. The main navigation menu includes: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The "Show:" dropdown is set to "Counseling". The date and time are "Wednesday, January 30, 2013 4:05:28 PM". The "Reports" dropdown is open, and the "Saved Queries:" dropdown is also open. The "HELP" button is visible. The left sidebar contains the "Counseling Menu" with options: Customer Profile, Customer Information, Point of Contact, My Orders, and Enter Order Information. The "Order []" section is expanded, showing "Orders Details" with sub-options: Rank & Hard Copy Orders, Order Information (selected), Duty Stations, Orders Selection, Tour Information, Additional Information, and Summary. The "Useful Links" section includes: Limitations, Online Brochure, EAGs, Find a counseling office near you, System Estimator, and Disposal Activities. The main content area is titled "Order Information" and shows the customer name: "Customer: [Lita, Stewart] -- United States Marine Corps -- 357159450". Below this, there is a prompt: "Please indicate the applicable orders information as stated on your travel orders." The form fields are: "Order Number:" with value "555555-55", "Order Date:" with value "07-Jan-2013", and "Headquarters Issuing Orders:" with value "HQ USMC". Navigation buttons "<< Previous" and "Next >>" are present. The footer of the page includes "Unclassified//FOUO-Privacy Act Applies" and "Trusted sites | Protected Mode: Off".



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Duty Stations

The screenshot displays the Defense Personal Property System (DPS) web application. The browser title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The URL is "https://dptest.sddc.army.mil/freechannel_enu/start.swe?SWECmd=Login&WEPL=1&_gn=1RcbSHUTCQ54E1CQ=V08F4dRwzT.XlgJ3P4Pd9QjA1n0M4R42R=62V4PA". The page header includes "Defense Personal Property System (DPS)" and "Unclassified//FOUO-Privacy Act Applies". The navigation menu shows "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The "Show:" dropdown is set to "Counseling". The date and time are "Wednesday, January 30, 2013 4:10:57 PM".

The main content area is titled "Duty Stations" and shows the customer information: "Customer: [Lt. Stewart -- United States Marine Corps -- 35710450]". A message states: "Please click the 'Enter Location' button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the city to select the location from the drop down list." There are two forms: "Current Duty Station" and "New Duty Station". Both forms have fields for "City", "State", "County", and "Zip Code", all currently set to "Not Specified". Each form has an "Enter Location" button. At the bottom, there are "Previous" and "Next" buttons. A red note at the bottom reads: "If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station." The footer includes "Unclassified//FOUO-Privacy Act Applies" and "Trusted sites | Protected Mode: Off".



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Duty Stations

The screenshot displays the Defense Personal Property System (DPS) web application interface. The main navigation menu includes Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The 'Self Counseling' menu is expanded, showing options like Customer Profile, My Orders, and Order Details. The 'Order Details' section is selected, and the 'Duty Stations' option is highlighted. A 'Select Duty Station' dialog box is open, allowing the user to choose a location. The dialog box has a 'Location' section with radio buttons for 'CONUS (U.S.)' and 'OCONUS (Non U.S.)'. The 'OCONUS (Non U.S.)' option is selected. Below this, there is a 'Select City' section with a text input field containing 'STUTT GART, GERMANY'. The dialog box also displays the selected city, country, and principal division: 'STUTT GART', 'GERMANY', and 'BADEN-WURTEMBERG'. At the bottom of the dialog box, there are 'Ok' and 'Cancel' buttons. A red warning message is visible at the bottom of the dialog box: 'If you are unable to select a County or City, please contact the SDOC Help Desk at 1-800-462-2176 or DSN 770-7332.' The main page background shows a 'Duty Stations' section with a customer name and a prompt to click the 'Enter' button to select a location. At the bottom of the page, there are navigation buttons: '<< Previous' and 'Next >>'. The page footer includes the text 'Unclassified//FOUO-Privacy Act Applies' and a status bar with 'Done', 'Trusted sites | Protected Mode: Off', and '100%' zoom.



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Duty Stations

The screenshot shows the 'DPS - Test - 1.5.3.952 - V3' web application in Internet Explorer. The main content area is titled 'Duty Stations' and shows the following information:

- Customer: Little, Stewart -- United States Marine Corps -- 357159450
- Instruction: Please click the "Enter Location" button to indicate the applicable duty stations stated on your travel orders. If your Duty Station is not listed, type in the first 4 letters of the city to select the location from the drop down list.
- Current Duty Station:**
 - City: SCOTT AFB
 - State: IL
 - County: SAINT CLAIR
 - Zip Code: 62225
 - Enter Location
- New Duty Station:**
 - City: STUTTGART
 - Country: GERMANY
 - Enter Location
- Note: If this is a Local Move Order and there is no New Duty Station, enter the Current Duty Station as the New Duty Station.
- Navigation: << Previous, Next >>

At the bottom of the page, it says 'Unclassified/FOUO-Privacy Act Applies'.



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Order Selection

The screenshot displays the Defense Personal Property System (DPS) web application interface. The browser title is "DPS - Test - 1.5.3.952 - V3". The URL is "https://dps-test.sddc.army.mil/fmsechannel_enu/start.swe?SWECnd=Login&DWEPL=SL_sn=1RcbSHUTCQS4EtQz=H0Bf=6DnW3T_xkg3P6PdRQJAVn6MY8H4ZK=668VPA". The page header includes "Defense Personal Property System (DPS)" and navigation links for Home, Site Map, and Log Out. The main navigation menu includes Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The "Self Counseling" menu is expanded, showing "Counseling Menu" and "My Orders". The "Counseling Menu" is further expanded to show "Order [555555-55]" and "Orders Details". The "Orders Details" menu is expanded to show "Orders Selection". The "Orders Selection" page is displayed, showing the "Order Selection" page for customer Little, Stewart (United States Marine Corps, 357159456). The page includes instructions for Step 1 (Select an Order Type) and Step 2 (Select the appropriate Authorized Order). The "Order Type" dropdown menu is open, showing options: Dependent Travel, Permanent Change of Station, Retirement, Separation, Temporary Duty, and Various. Navigation buttons for "<< Previous" and "Next >>" are visible. The footer includes "Unclassified//FOUO-Privacy Act Applies" and "Trusted sites | Protected Mode: Off".



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Order Selection

The screenshot displays the Defense Personal Property System (DPS) web application. The browser address bar shows the URL: https://dps.test.sddc.army.mil/facechannel_emu/start.sive?DWECond=Login&DWERL=1&_sn=10R05M7CQ54E1Q1=N08F4DWWJT.kxgJPH6F8R0jAVn0MY8H4ER-m6JWUPA. The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self-Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Comignment Guide", "Training", and "DPS User Satisfaction". The "Self-Counseling" menu is expanded, showing "Order Selection" as the active page. The main content area displays the "Order Selection" process for a customer named "J. M. Stewart - United States Marine Corps - 30719405". The page includes instructions for selecting an Order Type and Authorized Order. The "Order Type" dropdown menu is open, showing options: "Dependent Transfer", "Permanent Change of Station", "Retirement", "Separation", "Temporary Duty", and "Various". The "Authorized" section lists various options with radio buttons: "Course of Destruction 20 weeks or More", "Delayed Approval 20 weeks or More", "PCS with TOY Enroute", "Shipment of HHG Permitted", "Shipment of HHG Restricted Or Prohibited", and "Shipment of HHG prohibited but authorized within 20 weeks". The page also features "Back Previous" and "Next >>" buttons. The footer of the page includes the text "Unclassified//FOUO-Privacy All Applies" and "Trusted sites | Protected Mode: Off".



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Tour Information

The screenshot shows the 'Defense Personal Property System (DPS)' web application. The main content area is titled 'Tour Information' and displays the following details:

- Customer: [Little, Stewart -- United States Marine Corps -- 357159456]
- Please indicate the applicable orders information as stated on your travel orders.
- New Duty Assignment: Stuttgart
- Tour Type: Accompanied
- Tour Length: 36 (FORMAT: Please provide the number of months)
- Report Date: 01-Mar-2013
- Are Dependents Authorized? Yes No
- Number of dependents 12 years and older: [1]
- Number of dependents under 12 years old: [1]

The 'Entitlements' section at the bottom left shows:

- PCS: 13000 lbs.
- Remaining PCS: 13000 lbs.
- UB: 600 lbs.
- Remaining UB: 600 lbs.

Red boxes highlight the 'Entitlements' section and the 'Number of dependents' fields. A note at the bottom explains the entitlement values:

Note: After PCS and shipment of HHGs authorized were selected on previous slide, customer's entitlement before dependents are now entered as 13,000 lbs and UB 600 lbs



Self-Counseling Process



- **Counseling Menu – My Orders – Order Details – Additional Info**
 - Below five questions are: Is Customer Shipping POV, Motorcycle, Boat, or has Orders Authorizing Shipment of Consumables, and whether customer currently has items in NTS.

Additional Information

Customer: [Little, Stewart -- United States Marine Corps -- 357159456]

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

Orders Additional Information

• Are You Shipping a POV?	<input type="radio"/> Yes <input checked="" type="radio"/> No
• Are You Shipping a Motorcycle?	<input type="radio"/> Yes <input type="radio"/> No
• Are You Shipping a Boat?	<input type="radio"/> Yes <input type="radio"/> No
• Do your orders authorize the shipment of consumables?	<input type="radio"/> Yes <input checked="" type="radio"/> No
• Do you currently have items in Non-Temporary Storage(NTS)?	<input type="radio"/> Yes <input type="radio"/> No

Orders Specific Questions

• Are You Authorized to Ship to a Designated Location within CONUS? Yes No

Entitlements

PCS: 15000 lbs.
Remaining PCS: 15000 lbs.
UB: 1000 lbs.
Remaining UB: 1000 lbs.

Note: When dependents were selected on previous slide, the weight entitlements on this page were updated from 13,000 lbs and UB 600 lbs, to now reflecting 15,000 and 1,000.



Self-Counseling Process



- **Counseling Menu – My Orders – Order Details – Additional Info**
 - Last question is whether the customer is authorized to ship to a designated location with CONUS (popup provides info)



Self-Counseling Process



- Counseling Menu – My Orders – Order Details

The screenshot displays the Defense Personal Property System (DPS) web application. The browser title is "DPS - Test - 1.5.3.952 - V3 - Windows Internet Explorer". The address bar shows a URL starting with "https://dps.test.sddc.army.mil/". The page header includes the "Defense Personal Property System (DPS)" logo and navigation links for Home, Site Map, and Log Out. A secondary navigation bar contains links for Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The main content area is titled "Additional Information" and displays customer details for "LtJr. Stewart" from the "United States Marine Corps" with ID "357159490". A message prompts the user to indicate if certain items will apply to their upcoming move. The "Orders Additional Information" section contains several questions with radio button options for "Yes" or "No":

- Are You Shipping a POV? Yes No
- Are You Shipping a Motorcycle? Yes No
- Are You Shipping a Boat? Yes No
- Do your orders authorize the shipment of consumables? Yes No
- Do you currently have items in Non-Temporary Storage(NTS)? Yes No

The "Orders Specific Questions" section includes the question: "Are You Authorized to Ship to a Designated Location within COWST?" with Yes and No options. Navigation buttons for "<< Previous" and "Next >>" are visible at the bottom of the form. The footer of the page includes the text "Unclassified//FOUO-Privacy Act Applies" and "Trusted sites | Protected Mode: Off".



Self-Counseling Process



- Counseling Menu – My Orders – Order Details – Summary - Entitlement Summary

The screenshot shows the 'Entitlement Summary' page in the Defense Personal Property System (DPS). The page title is 'Entitlement Summary' and the customer is identified as 'Customer [S. St. Stewart] - United States (Army Corps - 3713604)'. The order number is '555555-55'. The page contains several sections of text, including a warning about information being subject to change, a list of weight allowances (PCS, Household Goods, NTS), and a list of authorized shipment items (Unaccompanied Baggage, Household Goods, Non-Temporary Storage (NTS), and Non-Temporary Storage (NTS) Release). At the bottom of the page, there is a 'Print' button highlighted with a red box and an arrow, and a 'Next' button. A red text box with an arrow points to the 'Print' button, containing the text: 'Customer is able to review and print entitlement summary'.



Entitlement Summary

Entitlement Summary
 Customer: [Little, Stewart -- United States Marine Corps -- 357159456]

Order Number: 555555-55

*****Below are your entitlements based on the information entered. This information is subject to change based upon the validation by your counselor.*****

Please review the information to assure that there are no errors. You may Print a summary by clicking the "Print" button at the bottom of the page.

You are a United States Marine Corps MGS / E-9 on Permanent Change of Station orders (Shipment of HHG Permitted) from SCOTT AFB, IL to STUTTGART, GERMANY with a Report date of 01-Mar-2013. This is a 36 month accompanied tour. You have 1 dependents age 12 or over and 1 dependents under 12.

Your JFTR TDY PCS Weight Allowance is 15,000 pounds UB Weight Allowance is 1000 pounds UB Dependent Weight Allowance is 400 pounds. The weight of all shipments (Household Goods (HHG) , Unaccompanied Baggage (UB) and Non-Temporary Storage) will count against your total JFTR TDY weight allowance. *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment is not charged against the authorized weight allowance. The professional books, papers, and equipment for a Uniformed Service Member's non-member spouse may not exceed 500 pounds.

Upon subsequent PCS orders between duty stations outside CONUS, reshipment from the location specified by the member and/or NTS to the new duty station requires approval by the Secretarial Process.

When part of the HHG are shipped to the overseas duty station and part are shipped to a location specified by the member, the cost will be limited to what it would have cost to ship the goods in one lot to the overseas duty location.

Entitled to ship From Current/Previous Duty Station, Previous Designated Location To New Duty Station and based on the orders information entered, the following shipment(s) are authorized:

- + Unaccompanied Baggage
- + Household Goods
- + Non-Temporary Storage (NTS)
- + Non-Temporary Storage (NTS) Release

Shipment to other than authorized locations could lead to possible excess costs.

There may be weight restrictions that are unique to the Destination you have selected that have not been identified by DPS. It is imperative that you review your orders and consult with the PPSO to confirm any weight restrictions that may apply. Below is a link to information regarding import restrictions/prohibitions, POV, firearms, pets and other general info about your destination. It is mandatory that you review these instruction and we recommend you print them for future reference.

New Duty Station Instructions

If there are any errors in your summary information , use the left hand navigation tool to go back and make updates or changes. If your information was entered correctly, but the summary above is incorrect, please use the Find A Counseling Office tool in the left navigation to locate a Counseling Office for assistance. You may print a summary by clicking the Print button at the bottom of the page.

Click here to verify the above information is correct

By clicking on "New Duty Station Instructions", this will provide PPCIG Country and Responsible Destination Installation/Office instructions

Click here to verify the above information is correct



Entitlement Summary



- By clicking on the “New Duty Station Instructions” as highlighted on the previous slide, this printable PPCIG Country and GBLOC instructions is available

Special Instructions - Windows Internet Explorer

https://dpstest.sddc.army.mil/counseling/orders/instructions.faces?dest

File Edit View Favorites Tools Help

Special Instructions

GERMANY
DESTINATION COUNTRY GENERAL INSTRUCTIONS

ALCOHOLS
Wine may be imported in household goods shipments. Importation of all other alcoholic beverages, cigarettes, and other tobacco products is prohibited in DoD sponsored personal property shipments.

ANTENNAS
Importation of TV satellite dishes is not prohibited. However, installation and operation must be approved by the local Bundespost. Administrative procedures: The 5th SIGCOM, Worms, Germany, is the Office of Primary Responsibility (OPR) for processing requests for exceptions. Questions concerning transmitting equipment should be submitted to the 5th SIGCOM as follows: Mail: HQ, 5th Signal Command ATTN: Frequency Management Officer APO AE 09056 Tel: DSN: (314)380-5346/5347 COMM: 011-49-621-730-5346/5347 FAX: (EXT) 5351

CATALYTIC CONVERTERS
No restrictions.

CBS
No Restrictions Identified

CONSUMABLES
No Restrictions Identified

CONTAINER REQUIREMENTS
No restrictions identified.

CORDLESS PHONES
No Restrictions Identified

COSMETICS
No restrictions identified.

Done Trusted sites | Protected Mode: Off 100%



Create New Shipment



- My Orders – Shipment – Create New Shipment

Defense Personal Property System (DPS)

Customer: **United States Income Corp** — 30703402

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

Rules and Release Dates are one this site (DTC) shipments. You must contact our base transportation office for assistance with these shipment types.

Create	Type of Shipment	Brief Description
<input type="checkbox"/>	HKG	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.
<input type="checkbox"/>	UB	Unaccompanied Baggage That part of the member's prescribed weight allowance of household goods that is not carried free on a ticket used for personal travel. It is separated from the bulk of the household goods and usually is transported by expedited mode because it is needed immediately or soon after arrival at destination inasmuch as the major portion of the household goods.
<input type="checkbox"/>	NST	Non-Temporary Storage Long-term HKG storage in lieu of transportation. NST includes necessary packing, unloading, unpacking, unloading, transportation to and from the storage location(s), storage, and other directly related necessary services. Sometimes referred to as Extended Storage or Permanent Storage.
<input type="checkbox"/>	STR	Temporary Storage Release The release from the storage facility of long-term storage on official military orders.

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

Yes No

[Go Forward](#) [Back](#)



Create New Shipment



Defense Personal Property System (DPS)

Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Consignment Guide Training DPS User Satisfaction

Show: Counseling Wednesday, January 30, 2013 4:55:56 PM Reports Saved Queries: HELP

Counseling Menu

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

Order [555555-55]

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Your Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment**
 - Current Shipments

Entitlements

PCS: 15000 lbs.
Remaining PCS: 15000 lbs.
UB: 1000 lbs.
Remaining UB: 1000 lbs.

Useful Links

- Links
- Phone Book

Create New Shipment

Customer: [Lt. Stewart -- United States Marine Corps -- 3571940]

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.
Boats and Mobile homes are one time only (OTO) shipments. You must contact your local transportation office for assistance with these shipment types

Create	Type Of Shipment	Brief Description
<input checked="" type="radio"/> HHS	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.
<input type="radio"/>	Unaccompanied	That part of the member's prescribed weight allowance of household goods that is not carried free on a ticket used for personal

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Trusted sites | Protected Mode: Off | 100%



Create New Shipment - iHHG



- **My Orders – Shipment – Create New Shipment – Additional Info**
 - **Based on selection of shipment type (i.e. HHG, UB, NTS, NTS release), additional shipment information is provided to the customer**
 - **HHG was selected and five pages of shipment information was provided to the customer.**
 - **The next page is an example of what is viewable on the DPS screen.**



Create New Shipment- iHHG



- My Orders – Shipment – Create New Shipment – Additional Info

The screenshot shows the Defense Personal Property System (DPS) website in Internet Explorer. The browser address bar shows the URL: [https://dps.test.idc.army.mil/freedchannel_enu/start.swe?SWECnd=Logn3DWEPL=13_3n=1R0d5M7CQ5-RE1Q\]=N08F+6DrWjT.Xkqj3P4P8R0jA1n0H18H4ER=63VUFA](https://dps.test.idc.army.mil/freedchannel_enu/start.swe?SWECnd=Logn3DWEPL=13_3n=1R0d5M7CQ5-RE1Q]=N08F+6DrWjT.Xkqj3P4P8R0jA1n0H18H4ER=63VUFA). The page title is "Defense Personal Property System (DPS)". The navigation menu includes: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Claims, Consignment Guide, Training, and DPS User Satisfaction. The current date and time are Wednesday, January 30, 2013 4:58:54 PM. The page content is titled "Unauthorized Items and Disposal of Useless Items:" and contains the following information:

- Unauthorized Items and Disposal of Useless Items:**
 - Hazardous, or corrosive, or flammable materials, ammunition, building materials, or items not belonging to you or your dependents, or items or products for your own private business are not authorized for shipment. Propane gas tanks are unauthorized in your shipment.
 - For lawn mower, you must not only drain the fuel but the oil as well.
 - For motorcycle, drain fuel, disconnect terminal from battery, and tape it. Oil may remain in the tank, but make sure there is no leakage. If you are putting motorcycle into long-term storage (NTS), remove the battery.
 - To ship a motorcycle, we will need a copy of the title or release letter from the lender. Provide us also with the make, model and vehicle identification number and the cc of the motorcycle.
- Professional Books, Papers, and Equipment:** These are items required to perform your official duties such as:
 - Reference books
 - Papers and material, instruments, tools and equipment
 - Specialized clothing such as diving suits, flying suits, band uniforms (exclude regular uniforms)
 - MARS equipment: You must certify that you are an active MARS member and all equipment qualifies for MARS use.
 - Exclude items that will not be used at next or some future assignment (exception: retirees and most separatees).
 - Do not include spouse's professional items.
 - Separate your professional gear from the rest of your household goods, so that they may be packed, weighed and marked separately, and listed as professional books, paper and equipment on your inventory.
 - Your weight allowance will not include the weight of your professional gear.
- Servicing/Deservicing of Appliances:** It is your responsibility to get your household goods ready before the pack date.
 - You must disconnect all appliances.
 - The hose to your washer should be unhooked and water drained.
 - Refrigerator, freezer and air conditioners should be cleaned and dry prior to pack date.
 - Water bed should be drained completely, no water dripping on pack date or movers will not pack it.
 - Leave china in cabinet and clothes in dressers and closets; do not remove.
 - If you have original containers available place them next to the items and have movers pack them.
 - Do not pack anything. It is the carrier's responsibility.
 - If you have a brand new item, do not unpack it; carrier will annotate it as such and will not assemble items for you at destination.
 - Do not pack items such as paint set, aluminum equipment, utility chest, and chain link fence must be disassembled for use. Chain link fence must be rolled.

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Create New Shipment- iHHG



Shipment Information

Customer: [Little, Stewart -- United States Marine Corps -- 357159456]

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

HHG

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

HHG may include:

- Weapons
- Vehicles other than POV: Such as motorcycles, mopeds, jet skis, hang gliders, snowmobiles, golf carts and their associated trailers.
- Boats: For uniformed service members, boats 14 ft in length and under and without a trailer may be shipped as HHG. The definition of boats includes, but is not limited to canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies and sculls. Boats in excess of 14 ft or any boat with a trailer must be shipped separately, which in most cases, may result in excess costs for the member. **You must create a separate boat shipment if your boat is greater than 14 feet or has a trailer.** You are responsible for paying all accessorial charges associated with shipping your boat and you are responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/trolling poles and outriggers must be lowered or removed. **For Civilians only:** any boat and associated trailer 8ft in width and under can be shipped and will be included in the shipment as HHG.
- Spare parts for POV: Including extra tires, wheels, battery chargers; replacement parts subject to normal wear such as spark plugs, filters, hoses, fan belts; tools, tune-up or repair kits; seasonal items such as snow and ice removal equipment and heaters; special seats and beds for children.

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

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

Weight Allowance: There are two kinds of weight allowances:

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

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

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



Create New Shipment- iHHG



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

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

Mode/Method of Shipment:

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

Unauthorized Items and Disposal of Useless Items:

- Hazardous, or corrosive, or flammable materials, ammunition, building materials, or items not belonging to you or your dependents, or items or products for your own private business are not authorized for shipment.
Propane gas tanks are unauthorized in your shipment.
- For lawn mower, you must not only drain the fuel but the oil as well.
- For motorcycle, drain fuel, disconnect terminal from battery, and tape it. Oil may remain in the tank, but make sure there is no leakage. If you are putting motorcycle into long-term storage (NTS), remove the battery.
- To ship a motorcycle, we will need a copy of the title or release letter from the lender. Provide us also with the make, model and vehicle identification number and the cc of the motorcycle.

Professional Books, Papers, and Equipment: These are items required to perform your official duties such as:

- Reference books
- Papers and material, instruments, tools and equipment
- Specialized clothing such as diving suits, flying suits, band uniforms (exclude regular uniforms)
- MARS equipment: You must certify that you are an active MARS member and all equipment qualifies for MARS use.
- Exclude items that will not be used at next or some future assignment (exception: retirees and most separates).
- Do not include spouse's professional items.
- Separate your professional gear from the rest of your household goods, so that they may be packed, weighed and marked separately, and listed as professional books, paper and equipment on your inventory.
- Your weight allowance will not include the weight of your professional gear.

Servicing/Deservicing of Appliances: It is your responsibility to get your household goods ready before the pack date.

- You must disconnect all appliances.
- The hose to your washer should be unhooked and water drained.
- Refrigerator, freezer and air conditioners should be cleaned and dry prior to pack date.
- Water bed should be drained completely, no water dripping on pack date or movers will not pack it.
- Leave china in cabinet and clothes in dressers and closets; do not remove.
- If you have original containers available place them next to the items and have movers pack them.
- Do not pack anything. It is the carrier's responsibility.



Create New Shipment- iHHG



- If you have a brand new item, do not unpack it; carrier will annotate it as such and will not assemble items for you at destination.
- Outdoor items such as swing set, playground equipment, utility shed, and chain link fence must be disassembled by you. Chain link fence must be rolled.
- Outdoor TV antenna must be brought down by you.
- Whatever you disassemble or are required to do so, you must assemble at destination. Whatever the movers disassemble, they are required to assemble at destination.
- Secure items that you will be taking with you, such as: Plane tickets, important papers, jewelry, etc. Do not leave them in the house.
- If you have more than one shipment, segregate the items. Do not release your unaccompanied baggage items with your household goods, if you have a separate application for it. If you decide to ship your unaccompanied baggage shipment with your household goods shipments, you must cancel it 48 hours prior to scheduled pack date or you will be paying a dry run charge.

Temporary Storage: (Short term storage that is part of HHG transportation) Temporary storage may be authorized at origin, intransit, or at destination.

- This type of storage is in connection with shipment, i.e. You must designate a city and a state and take delivery. You may have 90 days temporary storage.
- If you need to have additional storage time, request an extension from the destination transportation office.
- Civilians are authorized storage-in-transit in connection with authorized HHG transportation. The Member may request (in writing) an additional period, NTE 90 days, that is authorized/approved by a Service/Defense Agency designated official. If no additional storage is authorized/approved, the employee is financially responsible for the additional storage expense. (The maximum storage time limit for Civilians will NTE 180 days).
- Once authorized temporary storage period expires, you must bear the cost for further storage and make payment directly to the storage company.
- **Domestic:**
The TSP's responsibility for a shipment and its liability under the bill of lading for a shipment in SIT shall terminate, and the warehouse shall become the final destination of the shipment, on midnight of the day specified in the notice which the TSP receives through DPS advising that the government nature of the shipment will terminate.
- **International:**
Temporary storage will be for a period not to exceed 90 days unless additional storage is authorized by the PPSO. When the shipment is not removed from SIT during the period authorized by the PPSO, the TSP liability will terminate at midnight of the last day the TSP or warehouseman receives notice from the PPSO (via DPS and/or in writing) that the entitlement has ended. The Government bill of lading character of the shipment will cease, the warehouse will be considered the final destination point of the shipment; the warehouseman will become the agent for the shipper, and the shipment then becomes subject to the rules, regulations, charges, and liability of the warehouseman.

Refer to **JTR/JFTR Definitions** for additional explanation of Storage in Transit (SIT).

Checking Inventory At Origin And Destination: You will be asked to sign the household goods descriptive inventory. This is an important document, because it will provide supporting evidence, in the event you must file a claim for loss and damage.

- As the packers pack your goods, they will assign symbols or abbreviations next to items being packed. These symbols document pre-existing damage to your property, and are explained on top of the inventory. The numbers indicate the location of the damage.
- If you disagree with the packers on the descriptive symbols he assigns to your property, circle the number and in the remarks section of the document, put your own description of the item in question.
- Before you sign the inventory, go through the house, checking the closets and cabinets to see that everything has been packed. You should be provided a legible copy of the inventory.

Checking DD form 619, Statement Of Accessorial Services Performed, prior to signing: Check this form for accuracy before signing.

- Never sign a blank copy.
- Verify the quantity, type of containers, and any accessorial services identified by the TSP.
- New cartons must be used for clothing, linens, bedding, mattresses, and box springs. Used cartons may be utilized for other items but must be in good condition. All marks pertaining to a previous



Create New Shipment- iHHG



- Shipment – Current Shipments – Pickup and Delivery

The screenshot shows the 'Defense Personal Property System (DPS)' interface. The main content area is titled 'Pickup and Delivery' and includes the following elements:

- Customer Information:** Customer [Ltjtc, Stewart -- United States Marine Corps -- 357159450]
- Instructions:** 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.
- Local Move:** Is this a Local Move? (Yes/No)
- Dates:** *Desired Pickup Date and *Desired Delivery Date (highlighted with a red box and arrow labeled 'Desired Pickup and Delivery Dates')
- Address Selection:** Click on the globe icon 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 of Authorization if applicable. You will also be able to indicate if you have additional pickup or delivery locations and if you are using a releasing and receiving agent for your shipment.
- Authorized Addresses:** *Authorized Pickup Address and *Authorized Delivery Address (highlighted with a red box and arrow labeled 'Authorized P/U and Delivery Addresses')



Create New Shipment- iHHG



- Shipment – Current Shipments – P/U and Delivery With Enters

The screenshot displays the 'Defense Personal Property System (DPS)' interface. The main content area is titled 'Pickup and Delivery' and shows details for a customer named 'Ltjls, Stewart' from the 'United States Marine Corps'. The page includes a 'Dates' section with 'Desired Pickup Date' set to '15-Feb-2013' and 'Desired Delivery Date' set to '15-Mar-2013'. There are also sections for 'Authorized Pickup Address' (709 Ward Ave, SCOTT AFB, IL 62225) and 'Authorized Delivery Address' (1410 Mohel Drive, STUTTGART, GERMANY). The page also features a 'Counseling Menu' on the left and a 'Reports' dropdown on the right.



Create New Shipment- iHHG



- Shipment – Current Shipments –P/U and Delivery Bottom of Page

The screenshot shows the Defense Personal Property System (DPS) interface. The main content area displays shipment details, including 'Requested Pickup Address' and 'Requested Delivery Address'. Below this, there are sections for 'Power of Attorney' and 'Letter of Authorization', each with a dropdown menu. Further down, there is an 'In-Transit Address' section with a dropdown menu. At the bottom, there are sections for 'Additional Locations' with 'Pickup 1' and 'Delivery 1' fields. Red boxes and arrows highlight these sections with the following labels:

- Power of Attorney, P/U and delivery** (points to the Power of Attorney dropdowns)
- Letter of Authorization, P/U and Delivery** (points to the Letter of Authorization dropdowns)
- In-Transit Address** (points to the In-Transit Address dropdown)
- Additional Locations Pickup 1 Delivery 1** (points to the Pickup 1 and Delivery 1 fields)



Create New Shipment- iHHG



- Shipment – Current Shipments – 1 HHG – Basic
 - Shipment Weights (Estimated Total (10,000), PRO-Gear, Spouse PRO, Spouse Profession)



Create New Shipment- iHHG



- Shipment – Current Shipments – 1 HHG – Basic

- Additional Information: “Are there any other articles of extra ordinary dimensions or unusual types of items in your shipment? (E.g. Jet Ski)” Block annotated “Plasma TV 70””

The screenshot shows the 'Defense Personal Property System (DPS)' interface. The main content area is titled 'Basic HHG' and contains several sections:

- Customer Information:** Customer: J.D.A. Stewart - United States Inland Corps - 370000
- Shipment Weights:** Total estimated weight of your household goods (e.g. enter the total estimated weight of all items that are being shipped): 10000. Weight Estimator Form: How will PPS&E affect my household goods weight? How will Spouse PPS&E affect my household goods weight?
- Special Items Included in Shipment:** A table of checkboxes for various items:

<input checked="" type="checkbox"/> Grandfather clock	<input checked="" type="checkbox"/> Shrunken large set suit	<input checked="" type="checkbox"/> Plasma TV	<input type="checkbox"/> Gas powered equipment
<input type="checkbox"/> Spices/ice	<input type="checkbox"/> Piano	<input type="checkbox"/> Boat	<input type="checkbox"/> High value items
<input type="checkbox"/> Alcoholic beverages	<input type="checkbox"/> Front load washer/dryer		
<input type="checkbox"/> Utility trailer			
- Additional Information:** A text field containing 'Plasma TV 70'. Below it is the question: 'Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. Jet Ski)'

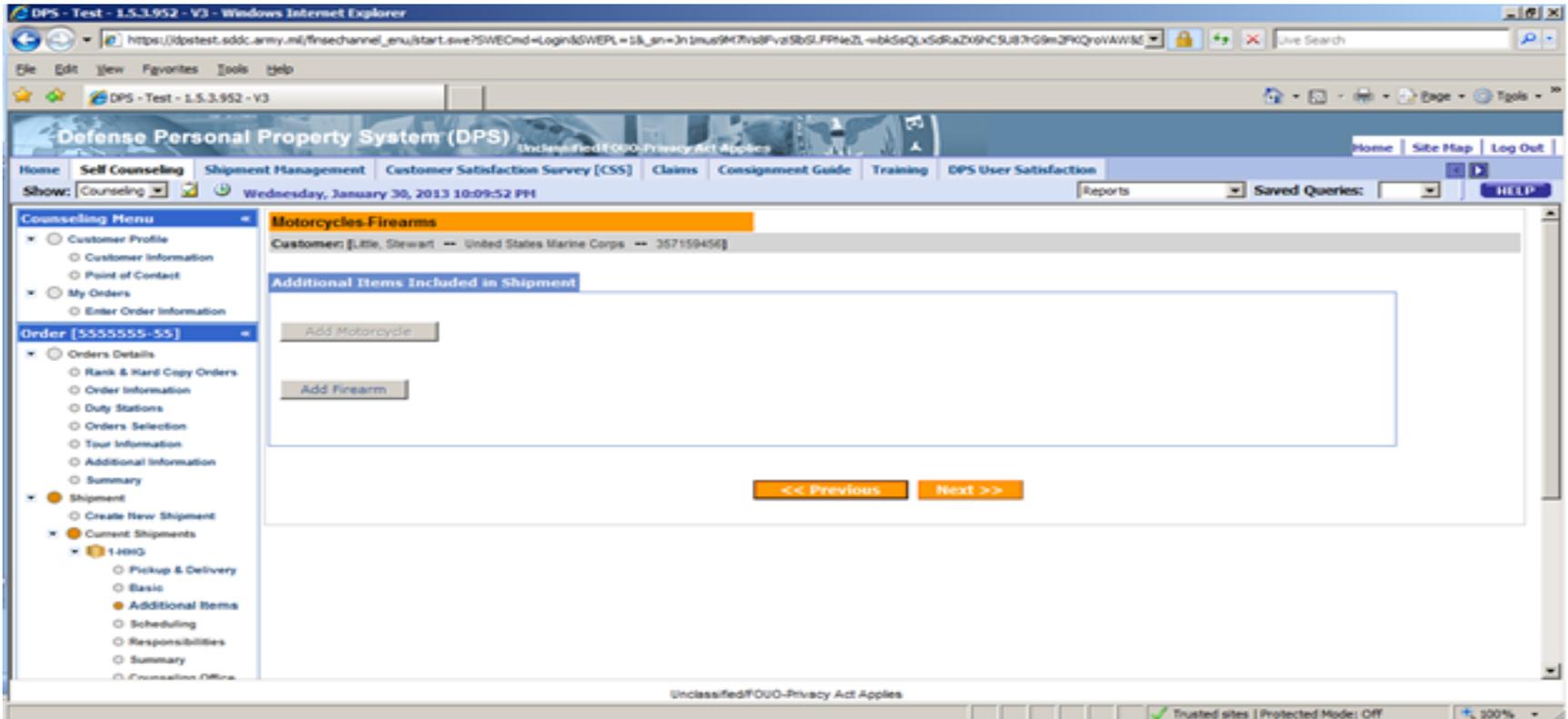
Special items included in shipment
Examples: Grandfather Clock, Plasma TV, Shrunken, Piano, Alcoholic Beverages



Create New Shipment- iHHG



- Shipment – Current Shipments – 1 HHG – Additional Items
 - Motorcycle / Firearms
 - Additional Items Included in Shipment
 - Add Motorcycle or Add Firearm





Create New Shipment- iHHG



- Shipment – Current Shipments – 1 HHG – Scheduling
- Verbiage for red boxed area below is spelled out in the next slide

The screenshot shows the DPS web interface. The main content area is titled "Scheduling" and displays the following information:

Customer: [LtJr. Stewart] -- United States Marine Corps -- 357159452

WARNING: your desired delivery date is less than the normal transit time to this destination. The origin transportation office may contact you to change this date if no moving company accepts this timeframe.

Based on the total estimated weight of **10,000** pounds, it will take **2** days to pack this shipment and **1** additional day(s) for pickup. It is estimated that it will take **46** 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:	Feb 15, 2013	Desired Delivery Date:	Mar 15, 2013
Estimated shipment arrival date at destination :	Apr 2, 2013		

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

Navigation buttons: << Previous, Next >>



Create New Shipment- iHHG



- **Shipment – Current Shipments – 1 HHG – Scheduling**
- **From Previous page and was based on dates selected for desired pickup and delivery**
- **In Red: “WARNING: your desired delivery date is less than the normal transit time to this destination. The origin transportation office may contact you to change this date if no moving company accepts this timeframe”**
- **In Blue Boxed area: “Based on the total estimated weight of **10,000** pounds, it will take 2 days to pack this shipment and 1 additional day(s) for pickup. It is estimated that it will take 46 days for this shipment to be delivered to your destination”**
- **Under “Shipment Dates” area, the Note states “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”**



Responsibilities

- Customer and Carrier Responsibilities are provided to the customer in a viewable DPS scrolling screen and in a five page printable document.



Shipments

Page 1 of 5

Customer Responsibilities

Customer: [Leticia, Stewart] -- United States Marine Corps -- 357159456]

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

BE THERE ON MOVE 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 property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges. Leaving a non-designated person will not fulfill this requirement.

MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

1. **Electronics** - Disconnect TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
2. **Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
3. **Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
4. **Appliances** - Disconnect all appliances, washer hoses and dryer exhaust vents.
5. **Electrical Items** - Remove and unplug all electrical items, including window air conditioners.
6. **Unnecessary Items** - Dispose of worn out and unneeded items; they add unnecessary weight.
7. **Consumables** - Dispose of foods or other consumables that could spill or might spoil in transit.
8. **Off the Wall** - Remove pictures, utensils and food racks from the walls, take down curtain rods into the car.
9. **Books** - Remove all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory, professional books, paper and equipment shipped with you.
10. **Separate Special Items** - Separate all items of clothing, toys, and necessities that will not be shipped with you. Household goods. Place them in a separate area of the house and inform the movers and packers the room is off-limits.
11. **Get Ready** - Complete all items of clothing, toys, and necessities that will not be shipped with you. Goods will not be picked up by the carrier if suspected of being bug infested. The member is responsible for costs associated with an attempted pickup.
12. **No Propane Tanks** - If shipping a propane tank, ensure that the gas tank is empty. Disconnect the battery and seal.
13. **Motorcycles** - If shipping a motorcycle, ensure that the gas tank is empty. Disconnect the battery and seal.
 - o If putting the motorcycle in storage, remove and dispose of the battery. Proof of ownership, such as the registration, which describes the make, model, and vehicle identification number is required.
14. **Dirty Dishes & Clothing** - Ensure all your dirty dishes/clothes/bed linens, etc. are clean and ready to be packed by the movers. Also, trash or unwanted household goods should be disposed of prior to the arrival of the movers.

CARRIER RESPONSIBILITIES ON MOVING DAY

1. **Packing** and preparing your property for shipment.
2. **Using new and clean packing material** for linen, clothing, and bedding, and using new or like new packing material for other items.

<https://dpstest.sddc.army.mil/counseling/shipment/Scheduling-faces>

1/30/2013



Responsibilities



Customer Responsibilities

Customer: [Little, Stewart -- United States Marine Corps -- 357159456]

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

BE THERE ON MOVE 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 property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges. Leaving a minor or non-designated person will not fulfill this requirement.

MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

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

CARRIER RESPONSIBILITIES ON MOVING DAY

1. **Packing** and preparing your property for shipment.
2. **Using new and clean packing material** for linen, clothing, and bedding, and using new or like new packing material for other items.



Shipment Summary



- This is the top of this portion as the next two slides are continuation to capture the customer profile and shipment summary process area.

The screenshot shows the Defense Personal Property System (DPS) interface in a Windows Internet Explorer browser. The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The "Show:" dropdown is set to "Counseling". The date and time are "Wednesday, January 30, 2013 10:22:59 PM".

The main content area is titled "Shipment Summary" and displays the following information:

- Customer:** [LtJr. Stewart -- United States Marine Corps -- 357159456]
- Customer Profile:**

Name:	LtJr. Stewart	Branch:	United States Marine Corps
SSN/EIN:	357159456	Rank/Pay Grade:	MOS / E-9
Primary Phone:	615-225-5479	Primary Email:	stewart.lj@usmc.mil
Permanent Contact Address: 1060 Nebraska Rd CHARLESTON, SC 29404			
- Order Details:**

Order: 555555-55 Permanent Change of Station - Shipment of HHG Permitted
Order Date: 07-Jan-2013

Current duty station:	SCOTT AFB	New duty station:	STUTTGART
Headquarters Issuing Orders:	HQ USMC	New Duty Assignment:	Stuttgart

This is a 36 month(s) accompanied tour.
- Shipment 1 - Household Goods**
- Pickup Information**

At the bottom of the page, it says "Unclassified//FOUO-Privacy Act Applies".



Shipment Summary



- Middle portion of verification of shipment summary

The screenshot displays the Defense Personal Property System (DPS) interface. The main content area is titled "Shipment Summary" and includes the following sections:

- Pickup Information:** Your Household Goods have a desired pickup date of 15-Feb-2013 from the pickup address: 709 Ward Ave, SCOTT AFB, IL 62225, 618-220-1079. You have assigned your releasing agent as: Norma Rae (618-256-4455).
- Delivery Information:** Your Household Goods will be delivered on the desired delivery date of 15-Mar-2013 to the delivery address: 1410 Mitchell Drive, STUTTGART, GERMANY, 618-220-1079.
- In-Transit Address:** Your In-Transit address is: 1061 Nebraska Rd, CHARLESTON, SC 29404, 620-363-5566.
- Estimated Weight:** Here is the breakdown of your total estimated weight:
 - Your estimated Household Goods weight: 9,500 lbs
 - Your estimated PBP&E [Pro Gear] weight: 500 lbs **
 - Your Spouse's estimated PBP&E [Pro Gear] weight: 0 lbs **

The left sidebar contains navigation options: Summary (selected), Counseling Office, and Submit. Below this are Entitlements (PCS: 15000 lbs, Remaining PCS: 5500 lbs, UB: 1000 lbs, Remaining UB: 1000 lbs) and Useful Links (Limitations, Online Brochures, FAQs, Find a counseling office near you, Weight Estimator, Glossary / Acronyms).



Shipment Summary



- Bottom portion of shipment summary verification

The screenshot shows the Defense Personal Property System (DPS) interface in a web browser. The page title is "Defense Personal Property System (DPS)". The navigation menu includes "Home", "Self Counseling", "Shipment Management", "Customer Satisfaction Survey [CSS]", "Claims", "Consignment Guide", "Training", and "DPS User Satisfaction". The main content area is divided into sections: "Special Items included in your shipment" (listing Grandfather clock, Shrink/Large wall unit, Plasma TV) and "Additional Information" (providing details for a Plasma TV 70"). A red box highlights a link: "Click here to verify the above information is correct". A red arrow points from a larger red box containing the text "Based on the customer's review of this and the two previous slides of the shipment summary, 'Click here to verify the above information is correct'" to the highlighted link. The interface also includes a "Print" button and navigation buttons for "Previous" and "Next".



Counseling Office Selection



- Customer to acknowledge that they will provide all required orders and other counseling/shipping documents to responsible PPSO within 6 days of submitting this application.

Requested 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: [WANSCON APS MA]

Selected Counseling Office Information

Installation Name:	WANSCON APS MA
Street:	3 KENTLAND STREET BLDG 1217
City:	WANSCON APS
State:	MA
ZIP/CITYPO:	01751
Country:	UNITED STATES
Phone:	
SAN:	
Fax:	
SAN Fax:	
Email:	



Shipment Submit



- Shipment Submit screen allows for both DRAFT copies of the DD Form 1299 and 1797 to be viewed and printed before application is submitted.

The DD Form 1299 and 1797 can be viewed and printed here

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



Shipment Submit



- Another check with customer before submitted.

The screenshot displays the 'Defense Personal Property System (DPS)' interface. The main heading is 'Shipment Submit'. Below this, the customer information is shown as 'Customer: [Little, Stewart -- United States Marine Corps -- 357159456]'. A blue box contains the instruction: 'Please review your forms for accuracy. Once reviewed and any changes completed, click submit button to complete your application.' A 'Forms Required' section lists 'DD Form 1299 (Application for)' and 'DD Form 1797 (Per...'. A 'Windows Internet Explorer' dialog box is open in the center, with the text 'Are you sure you want to submit?' and 'OK' and 'Cancel' buttons. At the bottom of the page, there are '<< Previous' and 'Submit' buttons. The footer of the page reads 'Unclassified/FOUO-Privacy Act Applies'.



Shipment Submit



- After customer submits application, 1299 and 1797 are available.
- The customer is made aware he can create another shipment

Defense Personal Property System (DPS)

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Consignment Guide | Training | DPS User Satisfaction | Home | Site Map | Log Out

Thursday, January 31, 2013 8:27:35 PM

Shipment Submit

Customer: [Little, Stewart -- United States Marine Corps -- 357159456]

Your application for the following shipment has been submitted.

Shipment Details	
Shipment:	2 UB
Order Number:	5555555-55
Date Submitted:	Thu, 31 Jan 2013 20:26:35
Shipment created by:	357159456
Date DD 1299 Prepared:	Thu, 31 Jan 2013 20:13:34

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).

Get ACROBAT READER

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

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



Shipment DD Form 1299



APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <small>(Read Privacy Act Statement on back before completing form.)</small>		1. DATE PREPARED (YYYYMMDD) 20130130	2. SHIPMENT NUMBER 1 / 1 HHG	
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office) a. NAME JPPSO-NE, CHELMSFORD, MA		
5. NAME OF DESTINATION PERSONAL PROPERTY SHIPPING OFFICE CPPSO-GRAFENWOEHR		b. ADDRESS (Street, Suite Number, City, State, ZIP Code) 2700 Eiseshower 2 test CHELMSFORD, MA 01824		
6. MEMBER OR EMPLOYEE INFORMATION				
a. NAME (Last, First, Middle Initial) Little, Stewart WD	b. RANK/GRADE MGS/E-9	c. SSN XXX-XX-9456	d. AGENCY United States Marine Corps	
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING:				
a. HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ITEMS/NO. OF CONTAINERS (Enter quantity estimate)				
(1) POUNDS 10000	(2) POUNDS OF PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PB/P&E) (Enter "NONE" if not applicable) 500	(3) EXPENSIVE AND VALUABLE ITEMS (Number of cartons)		
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 (X as applicable) <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 (X one) <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY		b. ISSUED BY HQ USMC		c. NEW DUTY ASSIGNMENT Stuttgart
d. DATE OF ORDERS (YYYYMMDD) 20130107	e. ORDERS NUMBER 555555-55	f. PARAGRAPH NO.	g. IN TRANSIT TELEPHONE NO. (Include Area Code) 620-363-5566	
h. IN TRANSIT ADDRESS (Street, Apartment Number, City, State, ZIP Code) 1061 Nebraska Rd CHARLESTON, SC 29404				
9. PICKUP (ORIGIN) INFORMATION		10. DESTINATION INFORMATION		
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) <i>(If a mobile home park, include mobile home court name)</i> 709 Ward Ave SCOTT AFB, IL 62225		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code) <i>(If a mobile home park, include mobile home court name)</i> 1410 Mitchell Drive STUTTART, GERMANY 618-220-1079		
b. TELEPHONE NUMBER (include Area Code) 618-220-1079 / sherri.l.snow.civ@mail.mil		b. AGENT DESIGNATED TO RECEIVE PROPERTY none		
11. EXTRA PICKUP/DELIVERY ADDRESS (If applicable) N/A		12. SCHEDULED DATE FOR (YYYYMMDD)		
		a. PACK 20130213	b. PICKUP 20130215	c. DELIVERY 20130402
13. REMARKS Plasma TV 70" consumables est. 0 lbs, Grandfather Clock, Shrunk/Large Wall Unit, Plasma TV POA (Origin) Norma Rae 618-256-4455 Releasing Agent (Origin) Norma Rae 618-256-4455				
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 PB/P&E (Actual or estimated)	
15. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS 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. ADDRESS OF CONTRACTOR (Street, Suite No., City, State, ZIP Code)		
d. NAME OF CONTRACTOR (Origin DPM or non-temporary storage)				
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.				
a. REASON FOR NONAVAILABILITY OF SIGNATURE		b. CERTIFIED BY (Signature)		
		c. TITLE		



Shipment DD Form 1797, front



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) Little, Stewart	2. SOCIAL SECURITY NUMBER XXX-XX-9456	3. GRADE/RANK/RATING MGS/E-9
4. ISSUING AUTHORITY HQ USMC	5. ORDER NUMBER AND PARAGRAPH 5555555-55	6. DATE (YYMMDD) 20130107
7. CHECKLIST (Record special instructions on back)		
PART I - HOUSEHOLD GOODS		PART II - UNACCOMPANIED BAGGAGE (Continued)
X (1) Entitlements under the order described above (number of shipments, authorized destination, etc.)	N/A	(7) Items of extraordinary value.
X (2) Weight allowances: PCS 15000 TDY 600	N/A	(8) Whom to contact in the event of loss or damage.
X (3) Weight restriction at new duty station, if any.	N/A	(9) VIP - Very Important Papers (the importance of documentation).
X (4) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).	N/A	(10) Member's responsibility to complete and turn in quality control form.
X (5) Pickup date and required delivery date as determined by requirements of the member: PUD 20130215 RDD 20130315	N/A	(11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).
N/A (6) Mode/method of shipment, including name of carrier if known.	N/A	(12) Unauthorized items and disposal of useless items.
X (7) Unauthorized items and disposal of useless items.	N/A	(13) Professional books, papers, and equipment.
X (8) Professional books, papers, and equipment.	N/A	(14) Member's responsibility to contact the destination ITO immediately upon arrival to give a point of contact for the ITO when property arrives.
N/A (9) Member's responsibility to prepare and submit a complete DD Form 1701, Inventory of Household Goods.	N/A	(15) Procedure to designate agent to release property or accept property in absence of member and use of Power of Attorney or informal letter of authority.
PART III - NONTEMPORARY STORAGE		
X (10) Servicing/deservicing appliances.	N/A	(1) Entitlements under this order, special services, etc.
X (11) Temporary storage (contractual or intrastat).	N/A	(2) Included as part of HHG weight allowance when stored at Government expense.
X (12) Checking inventory at origin and destination, noting discrepancies on reverse of PPGBL, DD Form 619, and carrier's inventory prior to signing	N/A	(3) Where stored and for how long.
X (13) Checking DD Form 619 prepared by carrier at origin for complete accuracy of information recorded thereon.	N/A	(4) Pickup date.
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	(5) Appliance servicing.
X (15) Member's responsibility to contact the destination ITO immediately upon arrival to give a point of contact for the ITO when property arrives.	N/A	(6) Checking inventory at time of pickup.
X (16) Member's responsibility to contact origin and destination ITOs if there is any change in orders or there are other factors that could affect delivery of the shipment.	N/A	(7) What documentation given to member and its importance to him.
X (17) Extra pickup or delivery charges, when applicable.	N/A	(8) Items of extraordinary value, excess weight/cost.
X (18) Procedure to designate agent to release property or accept property in absence of member and use of Power of Attorney or informal letter of authority.	N/A	(9) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).
X (19) What documentation given to member and its importance to him.	N/A	(10) Unauthorized items and disposal of useless items.
N/A (20) Member's responsibility to complete and turn in quality control form.	N/A	(11) Professional books, papers and equipment.
X (21) Member's responsibility to ensure PP items are free of soil/pest infestation.	N/A	(12) Member's responsibility to contact the destination ITO immediately upon arrival to give a point of contact for the ITO when property arrives.
PART IV - HOUSE TRAILERS/MOBILE HOMES		
N/A (1) Included as part of HHG weight allowance when shipped at Government expense.	N/A	(1) Entitlements under this order, limitations, possible costs.
N/A (2) Weight allowances: Member Dependents	N/A	(2) Services authorized at Government expense and those billed to member.
N/A (3) What can be shipped as unaccompanied baggage.	N/A	(3) Responsibility of member to get trailer ready for movement.
N/A (4) Pickup and delivery dates.	N/A	(4) Inventory and contents of trailer. Items that cannot remain in trailer.
N/A (5) Preparation - Copy of Orders in each container just before closing it.	N/A	(5) Pickup and delivery dates.
N/A (6) How and by whom shipped.	N/A	(6) Intransit storage and probability of excess costs.
	N/A	(7) Carrier and Government liability.
	N/A	(8) What documentation given to member and its importance to him.
	N/A	(9) Responsibility to promptly submit quality control information.



Shipment DD Form 1797, back



7. CHECKLIST (Continued)			
PART V - PRIVATELY OWNED VEHICLES (POV)	PART VI - WEAPONS AND AMMUNITION		
N/A (1) Does vehicle qualify as a POV.	N/A (1) Limitations and restrictions of country to which assigned.		
N/A (2) Authorizations, restrictions, special Host Government requirements.	N/A (2) US Government requirements and restrictions applicable for import.		
N/A (3) Applicable port of embarkation and debarkation; alternates if needed.	N/A (3) Special forms and procedures; responsibilities of carriers, etc.		
N/A (4) Preparation of POV prior to delivery to port.	PART VII - LIABILITY, CLAIMS, PROTECTION		
N/A (5) Application and other documents required; Power of Attorney if required.	X (1) Carrier, storage firm and Government liability for loss or damage.		
N/A (6) Excess costs, when applicable; oversea; excess distance.	N/A (2) Carrier and Government liability for mobile home. Liability for repairs enroute.		
N/A (7) Checking inventory of items left in POV; origin and destination.	N/A (3) Carrier and Government liability for POV.		
N/A (8) Secure lien holder's permission if required.	X (4) Limitations on Government liability.		
N/A (9) Responsibility to provide Port of Debarcation proper address where notification of arrival can be sent; period POV can remain at port.	X (5) Importance of documentation - accurate inventory exception on delivery, etc.		
N/A (10) Joint inspection of POV at time of delivery and pickup.	X (6) Valuation of items of extraordinary value - substantial value.		
N/A (11) Licensing and insurance requirements of state or overseas country.	X (7) Whom to see at destination in the event of loss or damage.		
N/A (12) Foreign manufactured POVs.			
N/A (13) Delivery of POV to port by agent; special requirements for.			
B. SPECIAL INSTRUCTIONS			
9. CONFIRMATION OF COUNSELING			
I understand that if I elect to ship any household goods at Government expense to a designated location when the waiting period for any type of housing at or in the vicinity of the oversea duty station is less than 20 weeks (as determined by the oversea commander), all entitlement to further shipment of such property at government expense will be exhausted until such time as I receive subsequent PCS orders returning me to CONUS or assigning me to another oversea duty station.			
a. I HAVE BEEN BRIEFED RELATIVE TO THE DISPOSITION OF MY PERSONAL PROPERTY AS FOLLOWS:			
(X) YES	NO	(X) YES	NO
(1) HOUSEHOLD GOODS	X	(6) MOBILE HOMES (a \$50.00 limitation on repairs enroute)	X
(2) NONTEMPORARY STORAGE	X	(7) WEAPONS AND AMMUNITION	X
(3) PRIVATELY OWNED VEHICLES	X	(8) I HAVE BEEN FURNISHED A COPY OF THE PERSONAL PROPERTY SHIPPING INFORMATION PAMPHLET.	X
(4) LOSS AND DAMAGE	X		
(5) UNACCOMPANIED BAGGAGE	X		
b. SIGNATURE OF COUNSELOR	c. SIGNATURE OF MEMBER/DEPENDENT/AGENT		d. DATE (YYYYMMDD)
DPS Counselor			

DD FORM 1797 (BACK), SEP 1998



Self-Counseling Restrictions



- **Posted at:** <http://www.move.mil/accessingDPS.htm>

Army:

- If this is your first personal property move
- If this is your last personal property move (retirement or separation)
- If you are storing or moving personal property in conjunction with contingency orders, or in conjunction with a designated location for your dependents to an OCONUS or Non-foreign OCONUS location
- If you are not the property owner and using a Power of Attorney
- If you are moving personal property as “next of kin” or are a Summary Courts Officer

Air Force:

- If this is your first personal property move
- If this is your last personal property move (retirement or separation)
- If you are not the property owner and using a Power of Attorney
- If you are moving personal property as “next of kin” or are a Summary Courts Officer



Self-Counseling Restrictions



- **Posted at:** <http://www.move.mil/accessingDPS.htm>

Navy:

- If you are moving personal property as “next of kin” or are a Summary Courts Officer

Marine Corps:

- If this is your first personal property move
- If you are moving personal property as “next of kin” or are a Summary Courts Officer

Coast Guard:

- If this is your first personal property move
- If this is your last personal property move (retirement or separation)
- If you are not the property owner and using a Power of Attorney
- If you are moving personal property as “next of kin” or are a Summary Courts Officer



Questions?



- PPSOs are readily available to provide assistance or additional guidance to customers self counseling
- SDDC goal is to build trust and create a cohesive relationship with the PPSOs and TSPs
- Send any questions to: Army.SDDC.SAFB.PPOPS@mail.mil
- Thank you for your attendance today!