

DPS LOGIN/ OPERATIONAL PROCEDURES

STEP 1:

LOG INTO DPS VIA WWW.MOVE.MIL

SELECT DPS LOGIN/REGISTRATION PROCESS

STEP 2:

CLICK ON DOD SERVICE MEMBER AND CIVILIAN REGISTRATION

COMPLETE THE REGISTRATION INFORMATION AND SUBMIT

***IT IS RECOMMENDED TO USE A PERSONAL EMAIL ADDRESS.**

STEP 3:

WAIT FOR YOUR USER ID & PASSWORD TO BE E-MAILED WITHIN 24 HOURS.

ONCE YOU RECEIVE YOUR USER ID & PASSWORD LOG BACK INTO WWW.MOVE.MIL AND SELECT DPS LOGIN.

NOTE

IF YOU DO NOT RECEIVE YOUR USER NAME AND PASSWORD IN A TIMELY MANNER PLEASE CONTACT THE HELP DESK AT (618)220-7332 OPTION 6

DPS Registration

DPS Registration
DPS Login
New Password
Need to update your email address?
System Requirements
Need Help?

DOD Service Member and Civilian Registration

PPSO and TSP Registration

How to Register for DPS through ETA? (For PPSO and TSP)
What is ETA?

1. Go to ETA homepage or click one of the links above.
2. Determine if this is a "First-time" Registration or "Request

Quick Links

Check your Browser
Retirement and Separation
Personally Procured Move
It's Your Move Pamphlets
DPS and ETA Help

Useful Tools

Moving Resources
Travel Information
Acronyms

STEP 4:

THE DOD SECURITY BANNER WILL POP UP FOR THE ETA WEBSITE. YOU MUST ACCEPT TO CONTINUE TO THE ETA LOGIN SCREEN. DO NOT ENABLE CAC CARD LOGIN.

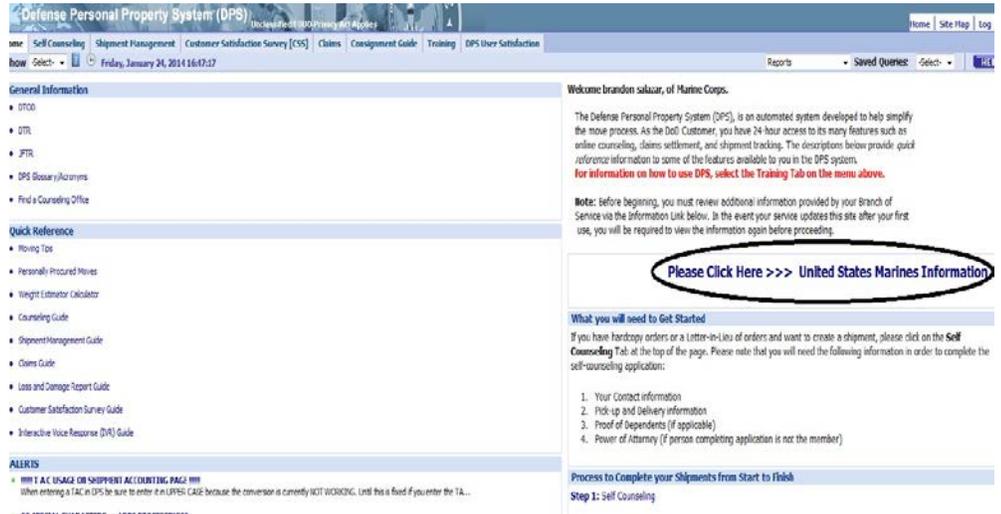
ONCE LOGGED IN, IT WILL BRING YOU TO THE ETA WEBSITE. ON THE LEFT HAND SIDE OF THE WEBSITE THERE WILL BE "MY APPROVED APPLICATIONS" SELECT THE "DEFENSE PERSONAL PROPERTY SYSTEM (DPS)". A NEW WINDOW WILL LAUNCH.

ENSURE POP UP BLOCKER IS DISABLED

STEP 5:

ONCE INSIDE THE DPS PAGE, IF YOU'RE A FIRST TIME USER YOU MUST ACKNOWLEDGE YOUR BRANCH OF SERVICE INFORMATION BEFORE CONTINUING.

*MARINES.MIL WEBSITE WILL POP UP. CLOSE WEBSITE AND CONTINUE ON DPS.



STEP 6:

ONCE BRANCH IS ACKNOWLEDGED, SCROLL DOWN AND CLICK ON THE RED BUTTON TO BEGIN SELF COUNSELING, OR CLICK ON THE SELF COUNSELING TAB IN THE UPPER LEFT HAND CORNER.

What you will need to Get Started

If you have hardcopy 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 Surveys (CSS)

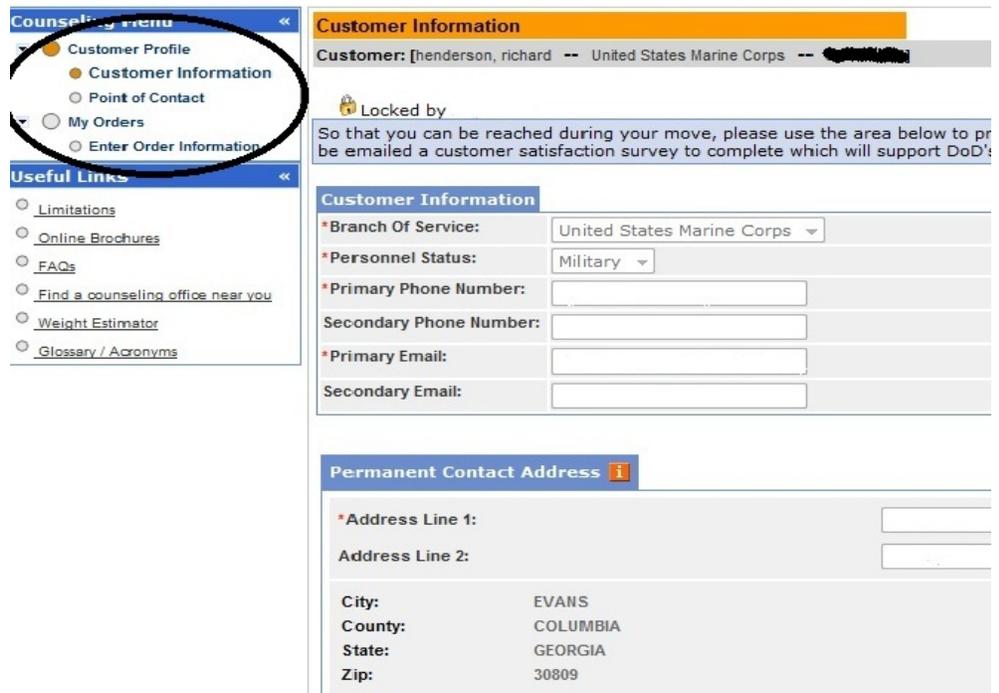
Step 4: Claims

To Begin
Self Counseling
Click Here

PRIVACY ACT INFORMATION - The information accessed through this system is For Official Use Only and must be protected IAW DOD Directive 5400.11 and DOD 5400.11-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 holders and disclosure is prohibited without the written consent

STEP 7:

ONCE IN THE SELF COUNSELING PAGE, CLICK ON THE "CUSTOMER INFORMATION" BUTTON IN THE UPPER LEFT HAND CORNER. ENTER YOUR ORDER INFORMATION. CLICK NEXT IF NEEDED, ENTER A POINT OF CONTACT SUCH AS YOUR SPOUSE, RELEASING AGENT, AND POWER OF ATTORNEY ETC. CLICK NEXT.



STEP 8:

ENTER INFORMATION BASED ON YOUR ORDERS. CLICK YES ON HAVING HARD COPY ORDERS. PLEASE SEE FAQ'S #1 FOR DETAILED ORDER NUMBER INFORMATION.

***MARINES:** IF YOU ARE SEPARATING OR RETIRING VISIT IPAC OUTBOUND TO RECEIVE YOUR ORDERS (NAVMC 11060). IF PCS'ING, USE WEB ORDERS.

Counselor Menu <<

- Shipment Queue
- People Finder
- Order Finder

Counseling Menu <<

- Customer Profile
 - Customer Information
 - Point of Contact
- Customer's Orders
 - Enter Order Information

Order [016-06] <<

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

Entitlements <<

PCS:
Remaining

Useful Links <<

- Limitations
- Online Brochures
- FAQs
- Find a counseling office near you
- Weight Estimator
- Glossary / Acronyms

Order Information

Counselor: [Trujillobarca, Edgar -- CA1063]

Customer: -- United States Army --

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

*Order Number: M7000213CTB34E

*Order Date: 16-Jan-2014

*Headquarters Issuing Orders: HQMC

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STEP 9:

ONCE YOU HAVE FINISHED INPUTTING YOUR ORDER INFORMATION YOU WILL NEED TO CREATE YOUR SHIPMENT.

-IF YOU ARE DOING A GOV'T MOVE CLICK "HHG" SHIPMENT AND SELECT **NO** TO PERSONALLY PROCURED MOVE (PPM). THIS MEANS THE GOV'T WILL PACK AND PICK UP ALL YOUR HOUSEHOLD GOODS.

-IF YOU'RE DOING A PERSONALLY PROCURED MOVE (PPM) CLICK "HHG" SHIPMENT AND SELECT **YES** TO PERSONALLY PROCURED MOVE. THIS MEANS YOU'RE MOVING HOUSEHOLD GOODS YOURSELF.

***A DIFFERENT APPLICATION MUST BE SUBMITTED FOR EACH MOVE/SHIPMENT IF DOING A COMBINATION OF SHIPMENTS (I.E. GOV'T, PPM, NTS)**

Counseling Menu <<

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

Order [M700213CTB34E] <<

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

Entitlements <<

PCS: R010 lhc, Remaining PCS-NTR lhc.

Useful Links <<

- Limitations
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- Glossary / Acronyms

Create New Shipment

Customer: [Penderston, Richard -- United States Marine Corps -- 58000793]

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 this set of orders exceeds the entitlement, you will be subject to excess cost.

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

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

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

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

Please select from the Menu below.

Create	Type Of Shipment	Brief Description
<input type="radio"/>	HHG	Household Goods Items associated with home and all personal effects belonging to member and dependents on the effective date of the member's PCS or TDY order that may be legally accepted and transported by an authorized commercial transporter.
<input type="radio"/>	NTS	Non-Temporary Storage Long-term HHG storage in lieu of transportation. NTS includes necessary packing, crating, uncrating, uncrating, 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="radio"/>	NTSR	Non-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

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THIS PACKET SKIPS A FEW STEPS

****COMPLETE YOUR SHIPMENT TO THE BEST OF YOUR ABILITY****

COUNSELORS WILL REVIEW YOUR SHIPMENT AFTER SUBMITTING.

FREQUENTLY ASKED QUESTIONS:

1. WHAT IS MY ORDER NUMBER?

- a. FOR PCS YOUR ORDER NUMBER IS LOCATED ON THE LAST PAGE OF YOUR WEB ORDERS UNDER THE CUSTOMER IDENTIFICATION CODE, UNDER THE TITLE HEADING "TRAVEL" "SDN".
- b. FOR SEPARATION OR RETIREMENT LOCATED UNDER THE APPROPRIATION SYMBOL AND SUBHEAD TOP NUMBER STARTING WITH "M7000..."

2. WHERE IS MY ORDER DATE?

- a. FOR WEB ORDERS THE DATE IS YOUR FIRST TRANSACTION DATE ON YOUR ORDERS.
- b. FOR SEPARATION/RETIREMENT ORDERS IS LOCATED AT THE TOP RIGHT HAND SIDE OF NAVMC 11060 UNDER DATE BLOCK.

3. WHAT IS MY NEW DUTY STATION IF I AM RETIRING OR SEPARATING?

- a. IF RETIRING YOU'RE ENTITLED TO HOME OF SELECTION WITHIN CONUS; YOUR NEW DUTY STATION WOULD BE WHERE YOU WISH TO HAVE YOUR HHG SHIPPED.
- b. IF SEPARATING YOUR NEW DUTY STATION WILL BE YOUR HOME OF RECORD OR MEPS STATION.

4. DO I HAVE TO PUT A PICKUP ADDRESS IF I AM DOING A DITY MOVE?

- a. YES, A PICKUP ADDRESS IS STILL REQUIRED, THE PICKUP ADDRESS CALCULATES THE RATE TO WHERE YOU'RE TRAVELING.

5. WHAT IS A TSP/NON TSP?

- a. A PREFERRED OR NON PREFERRED CARRIER AND OR MOVING COMPANY.

6. IS STORAGE PROVIDED AT DESTINATION?

- a. 90 DAYS OF STORAGE IS AUTOMATICALLY PROVIDED FOR YOUR SHIPMENT AT DESTINATION

7. WHAT IS THE NEXT AVAILABLE PACK OUT DATE?

- a. OFF SEASON (OCT TO APR) - WE REQUIRE 7 WORKING DAYS IN ADVANCE.
- b. PEAK SEASON (MAY TO SEPT) - WE REQUIRE 10 WORKING DAYS IN ADVANCE.

GOV'T MOVE: YOU MAY FAX, EMAIL OR BRING IN A COPY OF YOUR SIGNED AND DATED DD1299, DD1797 AND ORDERS.

PPM: YOU MAY FAX, EMAIL, OR BRING IN A COPY OF YOUR ORDERS. (YOU WILL NOT PRINT ANYTHING FROM DPS FOR THIS MOVE)

DMO PERSONAL PROPERTY OFFICE BLDG 2263

PHONE#: 760-725-8666 OR 760-725-8175

FAX#: 760-725-3386 OR 760-725-8765

EMAIL: MCB.CAMPEN.TMO@USMC.MIL

****ATTENTION****

IF YOU DO NOT BRING YOUR SUPPORTING DOCUMENTS (I.E. SIGNED AND DATED DD1299, DD1797 AND ORDERS) TO THE DMO PERSONAL PROPERTY OFFICE YOUR MOVE IS NOT FINALIZED.