

DPS

Creating a Profile & Entering Orders Information

How to: create/update your DPS Profile and enter orders information



DPS HOMEPAGE (New User)



From your DPS Homepage:

- 1. Check the box next to the words "I have reviewed the..."
- 2. Click "Create Profile"

Note: If you have never used DPS before, you will need to acknowledge your branch of service information. Click the blue words "United States Navy specific information"
Note: the words will change depending on your branch of service (i.e. Navy, Air Force, Army, USMC, USCG) A new window will open with your branch of service information; once you have read the information, close the window to return to your DPS Homepage

Welcome to the Defense Personal Property System (DPS)

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 counseling, shipment tracking, and claims settlement.

Getting Started

To get started, you must first create your personal profile by clicking 'Create Profile'. Access to the system will be limited until your profile has been created.



I have reviewed the United States Navy specific information



Create Profile



DPS HOMEPAGE (Returning User)



Review User Profile



Customer Profile

Welcome to your Customer Profile

Before any other activity may be initiated within DPS, you must complete and save your User Profile. The information to be entered includes your personal contact information and your point of contact information.

First Name	
Margaret	Your Customer Information is auto-filled with
Primary Phone	your name, email address, phone number and
360-476-8888	branch of service.
Primary Email	Make sure to update any information and
moira.bressi@navy.mil	select whether you are a military service
Last Name	member or civilian employee
Sailor	
Secondary Phone (Cell Phone Preferred)	TIP: It is <u>strongly</u> recommended that you use a personal email and phone number.
	a personal email and phone number.
Secondary Email (Personal Email Preferred)	
Personnel Status	
○ Military ○ Civilian	
Branch Of Service	
United States Navy	

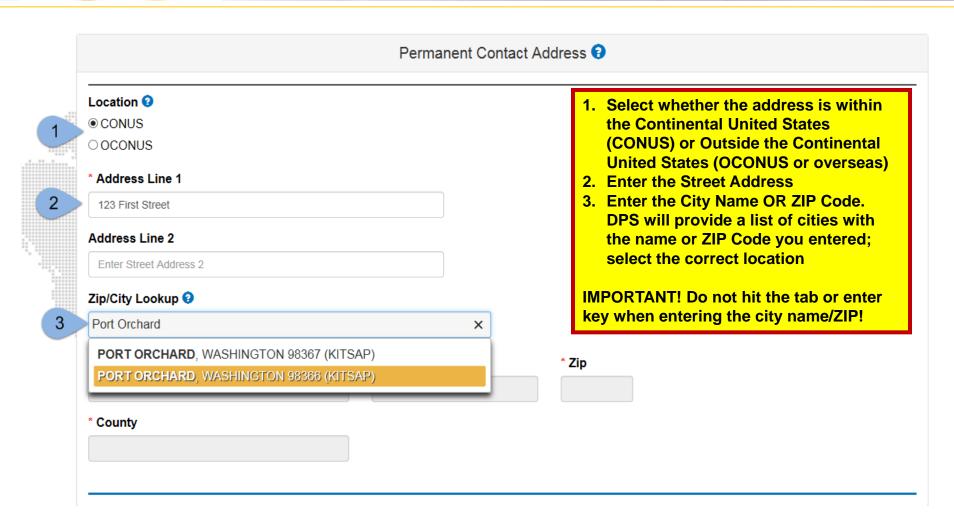


Permanent Contact Address

	Permanent Contact Address	
Location © CONUS OCONUS Address Line 1		
Address Line 1		
Address Line 2		
Zip/City Lookup		
. , .		
City		
State		
Zip		
County		
	Permanent Contact Address: A permanent contact address is required to continue creating your profile. This is an address where you can receive mail or be reached during the transition to your new duty station.	

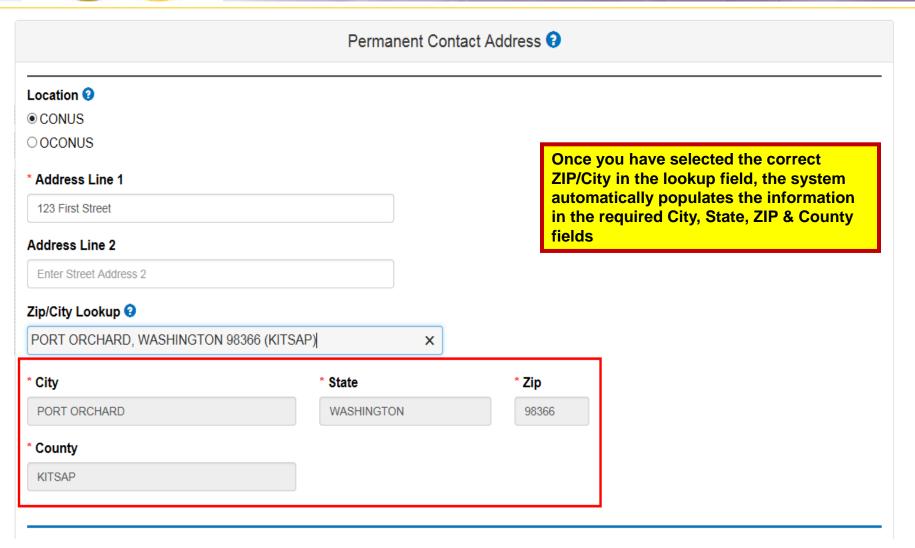


Permanent Contact Address, cont.





Permanent Contact Address, cont.





Point of Contact

Points of Contact (POC) Information

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.

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. You are able to save (10) contacts to your profile. If no contacts are available, please acknowledge this by checking the acknowledgement statement.

No additional point of contact information found.

□ * I acknowledged that I have no points of contact.

Add Contact

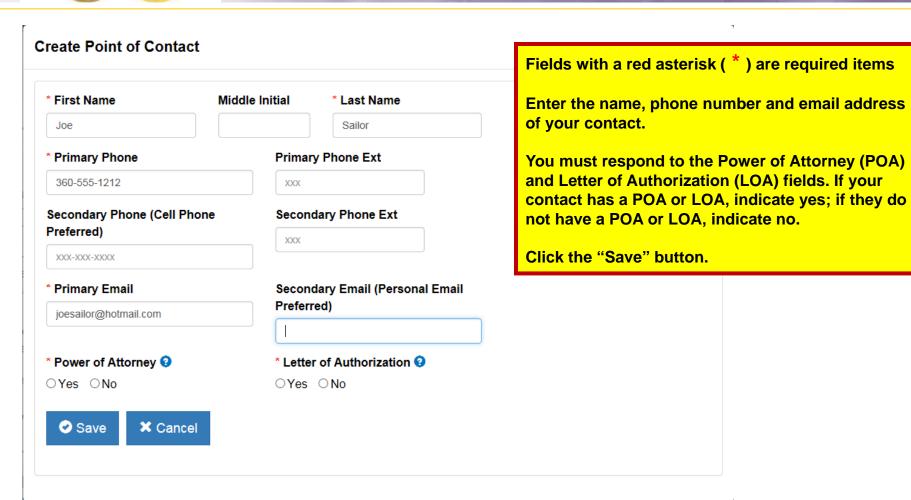
It is highly recommended that if you are married, you add your spouse as a Point of Contact. Later on in the application, you will be asked to indicate whether you have a releasing/and or receiving agent. If you do not add the information in this section, the list will not generate when asked for your agent information.

Unless you designate a releasing/receiving agent in your DPS application, your move information will NOT be shared. You can name anyone over the age of 18 to act as your agent. If you DO name an agent, you will need to make them aware that they must be available on the days of pack, pickup and/or delivery between the hours of 0800 and 1700. If your agent is not available on agreed upon dates you may be charged an attempted pickup/delivery fee.

To add a contact, click the "Add Contact" button

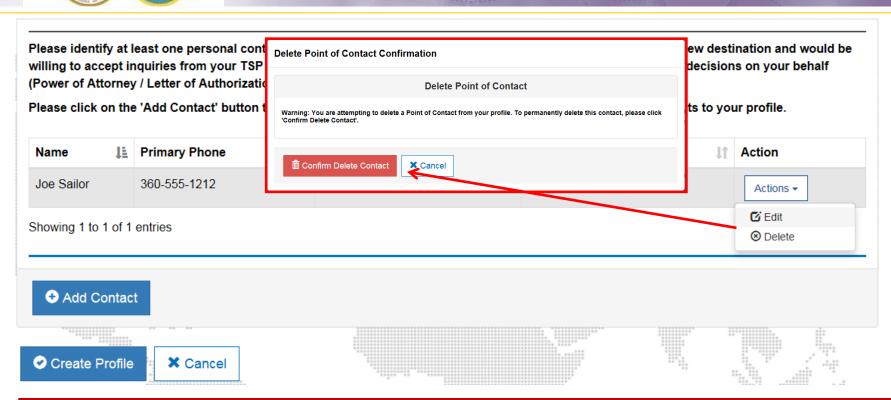


Adding a Contact, cont





Deleting a Contact



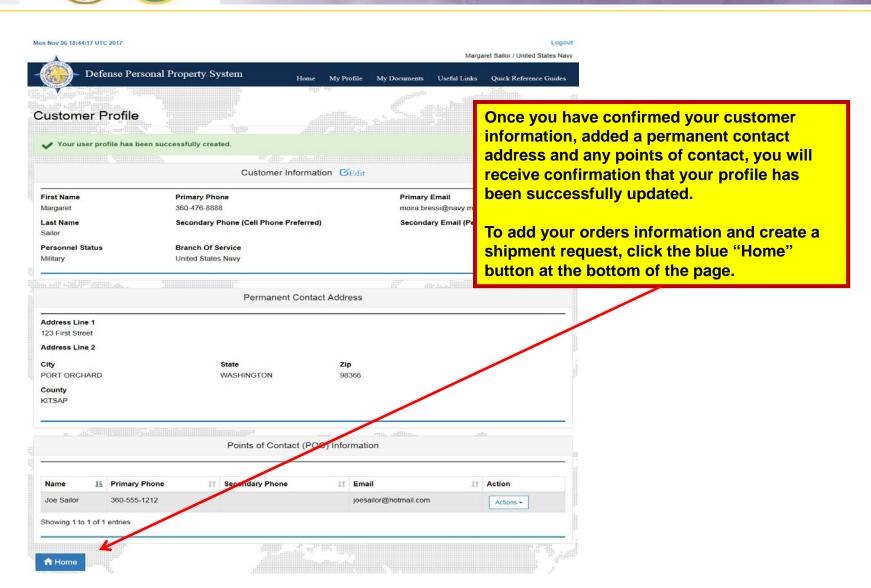
If you need to delete a contact, use the drop-down menu in the action column and select 'Delete'. A new box will popup that asks you to confirm the delete.

If you need to edit a contact, use the drop-down menu in the action column and select 'Edit'.

Once you have finished adding, deleting or editing your contacts, click the "Create Profile" button.



Customer Profile





Orders Information

Mon Nov 06 18:45:08 UTC 2017

Margaret Sailor / United States Nav





USTRANSCOM

United States Transportation Command

24/7 SRC Desk

Phone

Toll Free: (800) 462-2176

Commercial: (618) 589-9445

Email

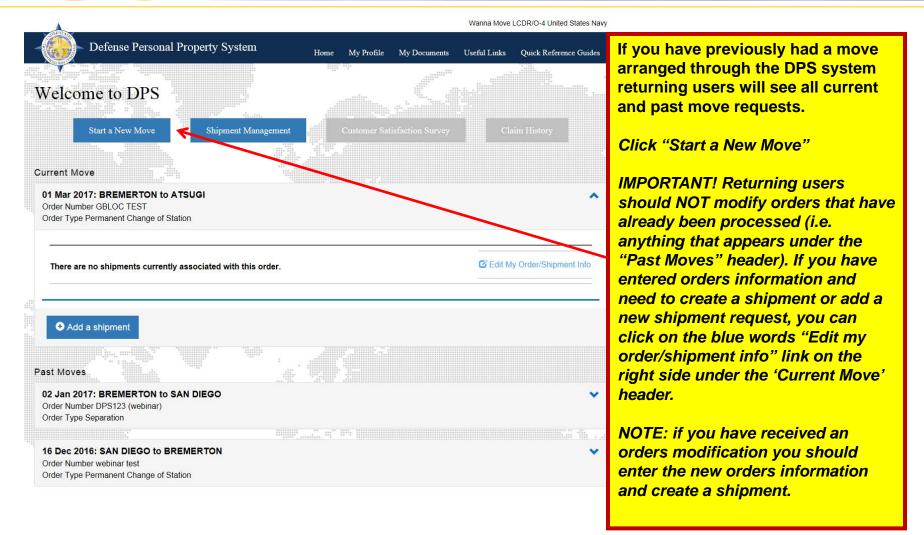
usarmy.scott.sddc.mbx.g6-SRC-DPS-

Submit a ticket online

https://src.service-now.com/src/

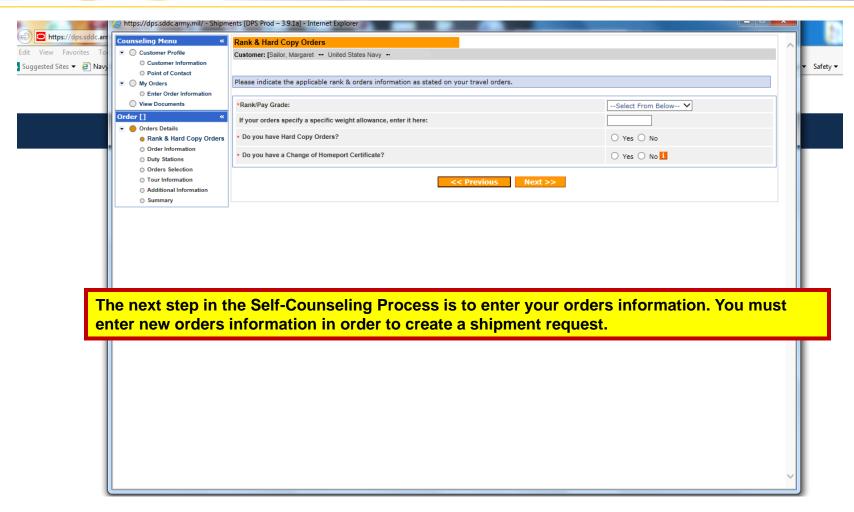


Entering Orders Information (Returning Users)



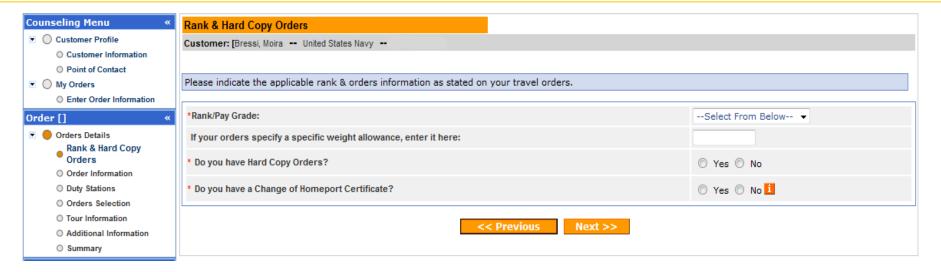


Entering Orders Information(New Users)





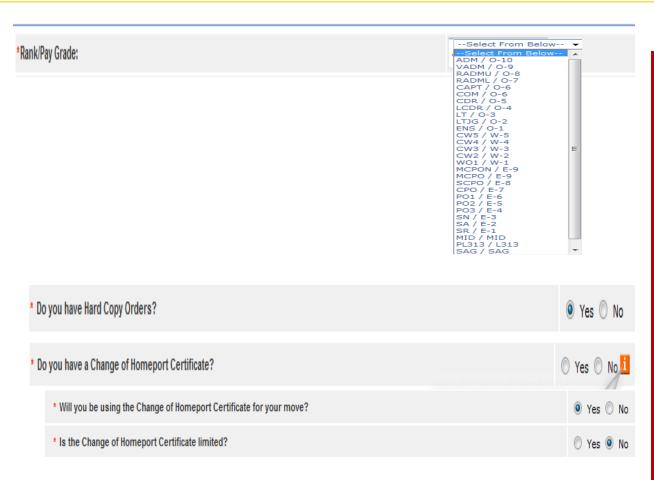
Orders Details: Rank & Hard Copy Orders



In the 'Rank & Hard Copy Orders' section, you will be prompted to identify your rank/pay grade and indicate whether or not you have hard copy orders or a Homeport Change Certificate.



Orders Details: Rank & Hard Copy Orders



Using the drop down menu, select Rank/Pay Grade

Indicate whether or not you have Hard Copy Orders

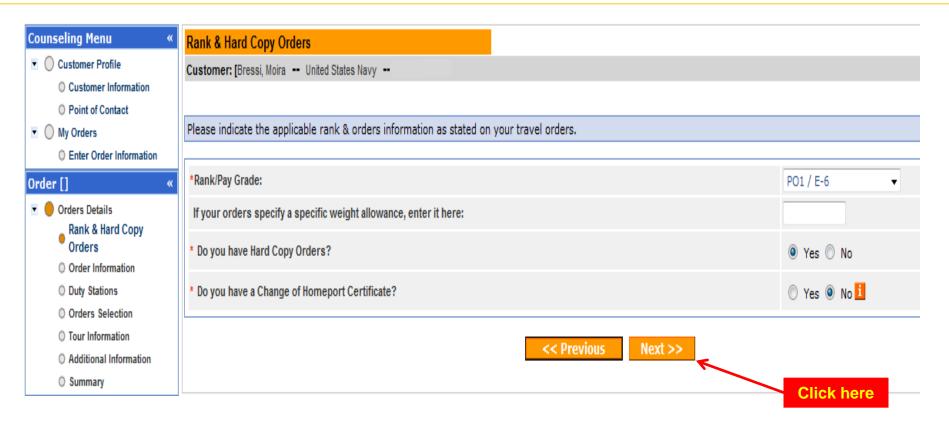
TIP: say yes to this question even if you do not have orders in hand. This will allow you to finish submitting the application. Please be aware that your application will not be processed until you provide the responsible origin counseling office with your orders and any other supporting documents.

Indicate whether you have a Homeport ChangeCertificate (HPC)

NOTE: A HPC is issued to Navy members who are stationed on a vessel that is changing homeports from one location to another. Entitlement to use a HPC expires one year from the effective date of the homeport change. If you say yes to this question you will be prompted to answer additional questions regarding your Homeport Change Certificate.



Orders Details: Rank & Hard Copy Orders



Once you have entered the required information, click 'Next'

Reminder: <u>required</u> information is indicated by a <u>red</u> asterisk (*); if the field does not have a red asterisk it is not necessary to enter information.



Orders Details: Order Information

Counseling Menu «	Order Information	
▼ Customer Profile	Customer: [Bressi, Moira United States Navy	
Customer Information		
O Point of Contact		
▼ ○ My Orders	Please indicate the applicable orders information as stated on your travel orders.	
 Enter Order Information 		
Order [] «	*Order Number:	DPS 123
Orders Details	*Order Date:	01-Oct-2014
 Rank & Hard Copy Orders 	Headquarters Issuing Orders:	
Order Information	nousquartoro rocumg or use or	
Outy Stations	<< Previous N	lext >>
Orders Selection		
O Tour Information		
 Additional Information 		
O Summary		

The next step is to enter your order number and date.

If you are unsure of your orders number you may use 'DPS123'.

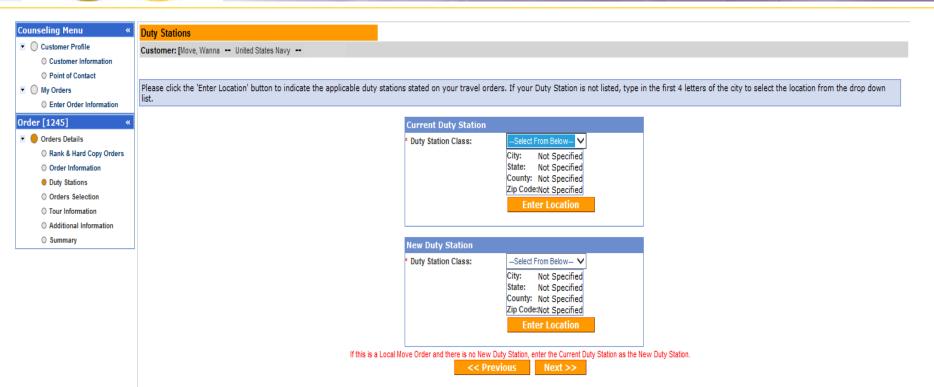
Use the Calendar icon to select the date orders were issued. If you are unsure, use the current date.

Once you have entered all of your orders information, click 'Next'

TIP: the Headquarters Issuing Orders field is NOT required and may be left blank.



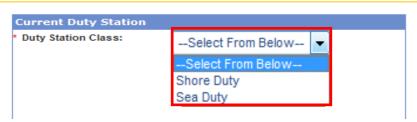
Orders Details: Duty Stations



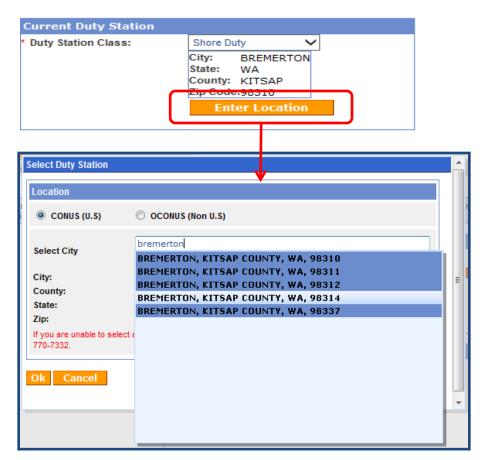
The next step in entering your orders information is to provide your current and new duty station locations.



Current Station: Entering Location



Using the drop down menu, select whether your new duty station is 'sea' or 'shore'.



To enter the City/State/Country of your current duty station, click the 'Enter Location' button

A new window opens to select your duty station.

Make sure to check the appropriate

CONUS/OCONUS button before typing in your city.

Click OK

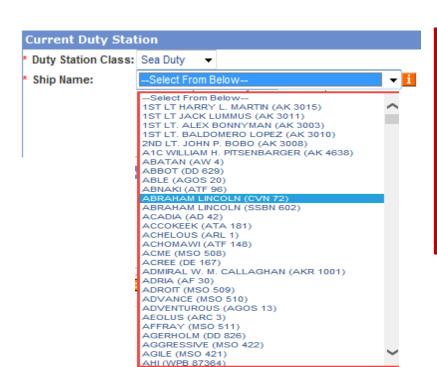
TIP: Type in the name of the city BUT DO NOT HIT ENTER!! A new drop down list will present all of the cities with the same name. It is only necessary to type in the first four letters of the city name. Select the correct city/state/ZIP from the populated list. The relevant information will automatically appear once you have made your selection.



New Duty Station



Using the drop down menu, select whether your current duty station is 'sea' or 'shore'.



If you selected 'sea' as your duty station class, use the drop down menu and select your ship name.

NOTE: If you are assigned to a vessel which has not yet been commissioned, please contact SDDC Help Desk and request assistance for it to be added

TIP: Some Navy members will be assigned to a billet that counts as sea duty for rotation purposes but is not indicated in the drop down menu, such as air squadrons. If your command does not appear in the drop down menu, select your duty station class as 'shore' – this will not affect your entitlement



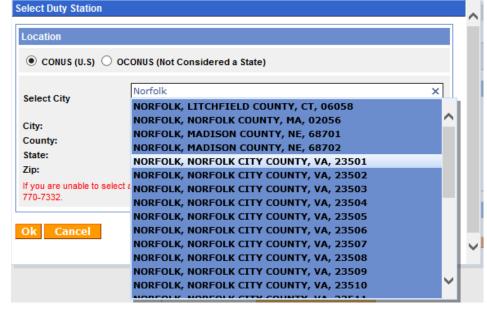
New Duty Station: Entering Location

New Duty Station					
* Duty Station Class:	Sea Duty	~			
* Ship Name:	ABRAHA	M LINCOLN (CVN	72)	✓ <u>■</u>	
	City: State: County:	NORFOLK VA NORFOLK CITY			
	Enter Location				

To enter the City/State/Country of your new duty station, click the 'Enter Location' button

A new window opens to select your duty station. Make sure to check the appropriate CONUS/OCONUS button before typing in your city.

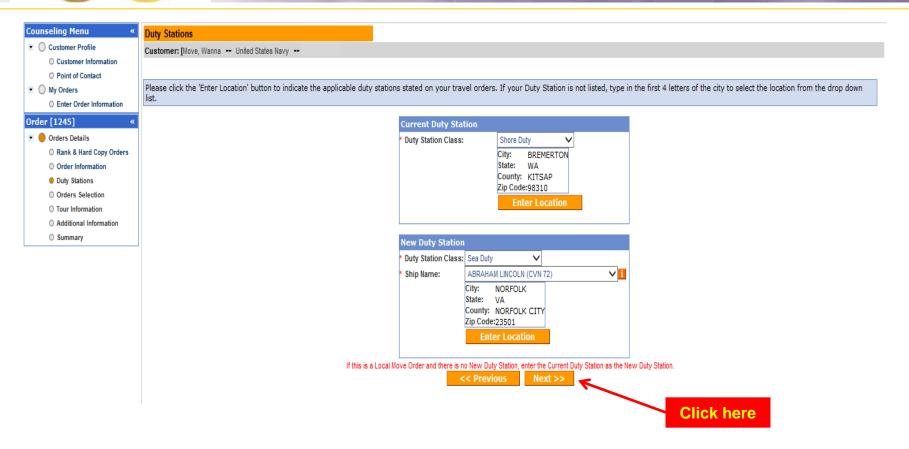
TIP: Type in the name of the city BUT DO NOT HIT ENTER!! A new drop down list will present all of the cities with the same name. It is only necessary to type in the first four letters of the city name. Select the correct city from the populated list. The relevant information will automatically appear once you have made your selection.



Technical Tip: Some users are experiencing difficulty with entering duty station locations and pickup/delivery address. This happens for a variety of reasons and can be solved by increasing your screen magnification



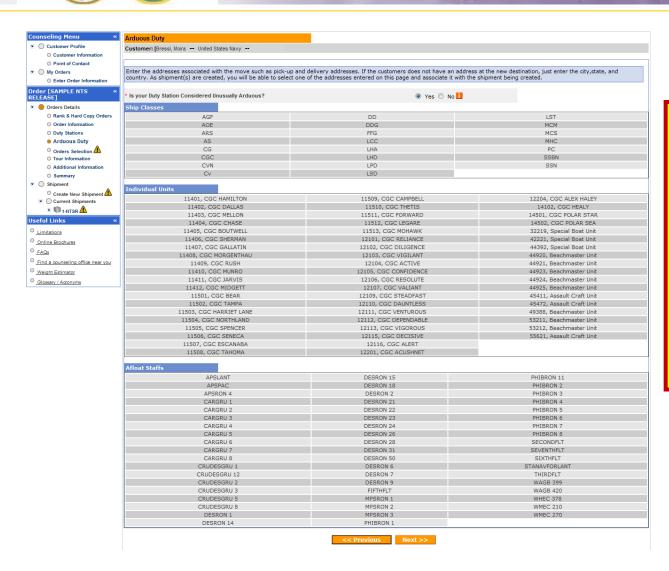
Duty Stations



When you have finished entering your current and new duty station information, click 'Next'.



Orders Selection: Arduous Duty



Navy members who select 'sea' duty as their current or new duty station will be prompted to indicate whether their sea duty is considered unusually arduous.

Unusually arduous sea duty is one in which your command is away from its homeport for an extended period of time.

Click 'Next'



Order Selection: Order Type



In this section, you will be prompted to select your Order Type and then select one of the Authorized Order options from the populated list. You can click on each order type for an explanation and review your choices.

If you are not sure which order type and authorized to select, choose Permanent Change of Station as the Order Type and Shipment of HHG Permitted as Authorized. Click 'Next'.

If you need assistance determining which type of orders and authorized shipments to choose, please email a copy of your orders to householdgoods@navy.mil.



Orders: Tour Information

Counseling Menu «	Tour Information		NOTE: If you select unaccompanied	4
▼ ○ Customer Profile	Customer: [Bressi, Moira United States Navy		as Tour Type but have dependents,	
Customer Information			make sure to say 'yes' to the questi	
O Point of Contact				011
▼ ○ My Orders	Please indicate the applicable orders information as stated on your travel orders.		that asks "Are Dependents	
Enter Order Information			Authorized" – this will ensure the	
Order [NTSR TEST] «	*Current Unit:	USS GEORGE WASHINGTON CVN 73	system shows your full weight	
▼ 🛑 Orders Details	*Current APO/FPO:	FPO AP 96650-2801	entitlements.	
Rank & Hard Copy Orders	New Duty Assignment:			
Order Information	· -			
O Duty Stations	* Tour Type:	Accompanied ▼ 1	OCONUS	
Arduous Duty	* Report Date:	15-Jan-2015	0001100	
Orders Selection	* Are Dependents Authorized?	(a) Va	es No	
Tour Information		9 16	es o No	
Additional Information	* Number of dependents 12 years and older:	1		
 Summary 	 Number of dependents under 12 years old: 	2		
Entitlements «		<< Previous Next >>		
PCS/UR: 8000 lbs.				

You will next be asked to identify your tour information. If you indicated that your current or new duty station is Sea Duty and/or OCONUS (overseas), you will be prompted to provide your current unit and APO/FPO address and indicate whether your OCONUS tour is accompanied or unaccompanied. If you select accompanied, you will be prompted to indicate how many dependents you have over the age of 12 and how many are under the age of 12 (don't forget to count your spouse as a dependent over 12!).

If you selected a CONUS (within the US) as your current or new duty station, your tour information screen will appear similar to the lower portion of this slide.

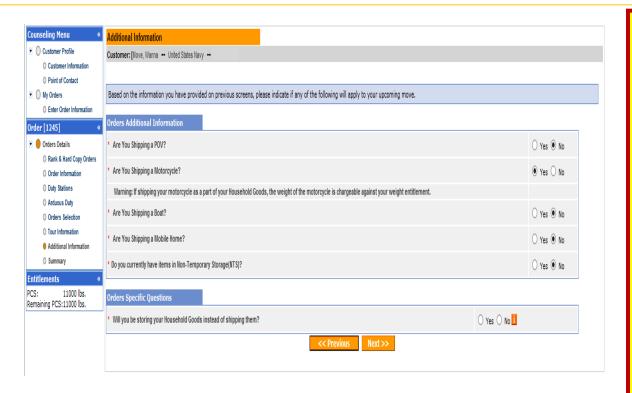
Once you have completed the required entries, click 'Next'.

New Duty Assignment:	PENTAGON	
* Report Date:	30-Sep-2011 🔢	
* Do You Have Dependents?	○ Yes ○ No	
<< Previous Next >>		

CONUS



Orders: Additional Information



On this screen, based on your orders and the information you have entered so far, you will be asked additional information.

As a general rule, members who have PCS orders within CONUS are not authorized POV shipment. For more clarification on this entitlement you may send a copy of your orders to householdgoods@navy.mil.

If you plan on shipping a motorcycle, you will be asked to provide additional information (i.e. make, model, etc.) later on in the application.

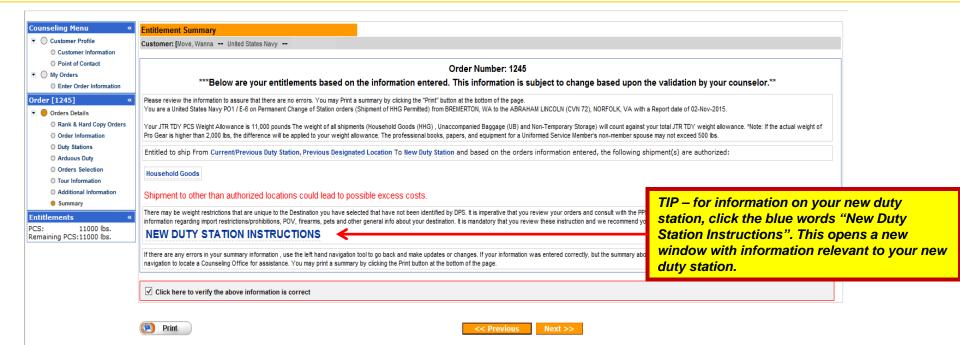
Select a response to the questions regarding shipment of a boat, mobile home or consumables.

Select yes to the last question if you have items in Non-Temporary Storage (long term or NTS).

Click 'Next'



Entitlement Summary



Once you have entered all of the requested orders information you will be presented with a summary of your entitlements. This information is subject to change upon validation of your application. For this presentation, we have indicated that our orders are from a shore command to an arduous sea command within the Continental United States. The summary informs us that we are entitled to a Household Goods (HHG) shipment.

It is important to review the information provided in your entitlement summary. Once you have read the information, check the box to verify that you have read the information and it is correct.

Click 'Next'



Now that you have created or updated your profile and entered your new orders information, you will continue the selfcounseling and create a shipment request.

For additional step-by-step instructions on how to create a shipment, visit our webpage at http://www.navsup.navy.mil/household (select the *How to Use DPS* tab) and locate the guide for the shipment type you want to create (i.e. basic HHG shipment, Personally Procured Move [PPM aka DITY] shipment, etc.)

Contacts



- For technical assistance contact the DPS Helpdesk available 24/7:
 - ❖ Toll-Free: (800) 462-2176
 - ❖ Commercial: 618-589-9445
- For assistance navigating your DPS application review the guides available on our webpage at www.navsup.navy.mil/household

OR

Email us at householdgoods@navy.mil

Links





- > NAVSUP Household Good Portal: www.navsup.navy.mil/household
- > JTR: https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf
- NAVSUP P 490: https://www.navsup.navy.mil/site/public/household/downloads/NAVSUP_P490.pdf
- > DOD Household Goods Portal: http://www.move.mil
- POV Locator: http://www.pcsmypov.com/
- > Shipping a POV: www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf
- Storing a POV: www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf
- Weight Estimator Form: www.move.mil/documents/dod/weightestimator.xls
- ► It's Your Move Booklet: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf
- > "How to Read Navy Orders": http://www.navsup.navy.mil/household/orders



Thank You.....

For additional information or assistance:



www.facebook.com/navyhhg



www.pinterest.com/navyhhg



www.youtube.com/navyhhg



www.twitter.com/navyhhg