

Managing Your Personal Property Move through DPS

In an effort to make moving a little easier, customers now have the ability to utilize the Defense Personal Property System (DPS). DPS is a full-service tool that provides an improved move process for all eligible members of the DoD personal property community. Using DPS you can create and submit your application for your move (on-line personal property counseling), monitor the progress of your shipment, file a claim directly with the TSP and complete your Customer Satisfaction Survey (CSS).

Before you can utilize this valuable move management tool you must first register for a DPS account. Establishing an account and password is an easy process that must be accomplished to log into the system and utilize its many features. The DPS system can be accessed from any computer with internet access. Note; you do not have to have PCS orders establishing an account; however, they are required in order to complete a counseling and secure a pickup date for your move.

Your first step will be to visit the DPS portal website <http://www.move.mil>. This is a public site and can be accessed from any computer. It's strongly suggested that you take a minute and watch the video on the move.mil home page as it will provide you an excellent overview of this process. You will also find several how-to guides to complete your household goods shipment. You'll register for DPS by clicking the "DPS Registration" tab at the top of the page and follow the corresponding questions. You'll be asked a series of question to include 5 security questions. Within 6 hours of submitting your request you will receive an e-mail with the https link. Click the link and answer two of the security questions and your password will be displayed.

Now that you've established a password you're well on your way to managing your move process and using the full spectrum of tools like:

- The ability to self-counsel and submit your application online, instead of traveling to a Transportation Office; there are certain DoD customers who should not self-counsel in DPS at this time. These customers should visit their local Transportation Office to coordinate their move. You will find a list of those who should not self-counsel on the move.mil site.
- Track your shipment through DPS or the Interactive Voice Response (IVR) 24-7
- Update your contact information at any time (current contact information is vital to expediting service request and meeting customer move expectations)
- The option to file a claim online, and settle directly with your Transportation Service Provider (TSP)
- The opportunity to make sure only quality, reputable companies handle and ship your personal belongings, and those of your fellow service members and DoD civilians, by completing the Customer Satisfaction Survey (CSS) 7 days following delivery of your property.

Regardless if you plan on completing an on-line application or visit a personal property office for a one-on-one counseling all eligible customers must establish a DPS user account. Establishing your account prior to your visit to a personal property processing office will avoid delays in preparing your shipment application. If you self counsel it's important to remember that once you've submitted your application you will need forward copies of your orders and a signed application to the appropriate Transportation

Office. This is required before any applications can be processed. Once your shipment has been created by the Counselor at the Transportation Office, you can track your shipment in DPS, update vital contact information, and establish delivery dates for your property.

If you have any further questions please contact the Langley Personal Property Processing Office at 757-764-7868/2090 or DSN:574-7868/2090.

This information was compiled from numerous links and handouts contained on the U.S. Transportation Command's MOVE.MIL official DPS portal