

All HHG requests must now be processed through the
online program DPS.

This includes regular moves, personally-procured
moves (PPM), separation/retirement, and
Non Temporary Storage (NTS).

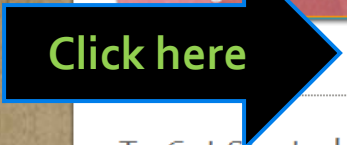
Your first step is to visit www.move.mil
and

REGISTER FOR A DPS ACCOUNT



Search bar: Can we help you find something?

DPS Status Dashboard



- [DPS Registration](#)
- [DPS Login](#)
- [Forgot Password?](#)
- [Program Director](#)

To Get Started, Select a Video

Personal Property Shipping Office (PPSO)



Watch the Video!

- PPSO Resources
- CSS Support
- Training

[Click Here for PPSO >](#)

DOD Service Members and Civilians (DOD)



Watch the Video!

- Before Your Move
- Start Your DPS Move
- Claims/CSS

[Click Here for DOD >](#)

Transportation Service Provider (TSP)



Watch the Video!

- TSP Resources
- CSS and BVS
- TSP News

[Click Here for TSP >](#)

What's New?

[Claims - Step1: File a Loss Damage Report in DPS](#)
Updated 22 March 2011

[Claims - Step2: File a Claim in DPS](#)
Updated 22 March 2011

***** Attention - Possible DPS Access Problem*****
Updated 13 January 2011

[Claims Video](#)
Updated 8 January 2011

[DPS Smart Book v23](#)
Updated 28 February 2011

[IMC to Air Force Supp 316th LRS](#)
Updated 10 January 2010

[IMC to AF Supp Shipment Inspection](#)
Updated 10 January 2010

 Home Contacts/Help FAQ
DPS Status Dashboard
Can we help you find something?

[What Is DPS?](#) [DPS Registration](#) [DPS Login](#) [Forgot Password?](#) [Program Director](#)

DOD Service Members and Civilians
PPSO Personal Property Shipping Office
TSP Transportation Service Providers

DPS Registration

[DPS Registration](#)

[Minimum System Requirements](#)

[Need Help?](#)



[DOD Service Member and Civilian Registration](#)

NOTE: If you are a DOD Service member or civilian, your ETA userid is your SSN or EIN.

[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 Additional Applications" registration.
3. If new user registration, select "New User Registration" link.
4. If an additional application are required, login to ETA and then select "Request Additional Applications link"
5. Go to Personal Property section and select DPS.
6. Select proper DPS role and complete the registration form displayed. As part of the registration process, you will be required to create 5 security questions. These questions will be required to retrieve your password.

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.



Defense Personal Property System (DPS) - DOD Customer Registration

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

Due to the high volume of new account requests, please allow up to 72 hours for this account to be activated due to DPS System Maintenance.

Social Security Number <i>(Coast Guard, use EIN)</i>
Re-Enter Social Security Number <i>(Coast Guard, use EIN)</i>
First Name	John
Last Name	Doe
Phone Number	555-555-5555
Email Address	john.doe@yahoo.com
Branch of Service	Air Force
Please select 5 different questions and provide responses.	
What was the name of your first pet?	Answer: vanilla
What was the name of your first pet?	Answer: tom
What was the name of your first pet?	Answer: white
What is your favorite ice cream flavor?	Answer: apple
What is your favorite color?	Answer: Lincoln High
Submit	Reset

Fill in all the blanks

Answer all the security questions

then click "Submit"



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Due to the high volume of new account requests, please allow up to 72 hours for this account to be activated due to DPS System Maintenance.

Social Security Number (Coast Guard, use EIN) [.....]

Re-Enter Social Security Number (Coast Guard, use EIN) [.....]

First Name [John]

Last Name [Doe]

Phone Number [555-555-5555]

Email Address [john.doe@yahoo.com]

Branch of Service [Air Force]

Please select 5 different questions and provide responses.

What was the name of your first pet? [vanilla]

What is your best friend's name? [tom]

What is your place of birth (city)? [dallas]

What is your favorite ice cream flavor? [apple]

What is your favorite color? [Lincoln High]

Verify all data entries
Then click "Confirm"

Confirm below

Select the checkbox below to confirm the information shown:

This information is correct

Confirm Cancel



DPS is a Pop Up!

You will not be able to proceed with DPS if you do not disable your Pop Up Blockers first.

If you log in and keep getting rerouted to the same green ETA page, you are experiencing a Pop Up Blocker Issue. Seek help from your computer's manual or an IT if the following doesn't work...

Home Contacts/Help FAQ

Can we help you find something?

- [What Is DPS?](#)
- [DPS Registration](#)
- [DPS Login](#)
- [Forgot Password?](#)
- [Program Director](#)

To Get Started, Select a Video

Personal Property Shipping Office (PPSO)



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- PPSO Resources
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[Click Here for PPSO >](#)

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[Click Here for TSP >](#)

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Updated 22 March 2011

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***** Attention - Possible DPS Access Problem*****
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[Claims Video](#)
Updated 8 January 2011

[DPS Smart Book v23](#)
Updated 28 February 2011

[IMC to Air Force Supp 316th LRS](#)
Updated 10 January 2010

[IMC to AF Supp Shipment Inspection](#)
Updated 10 January 2010

Move.mil - - Windows Internet Explorer provided by U. S. Coast Guard

UNCLASSIFIED

http://www.move.mil/home.htm

File Edit View Favorites Tools Help

Move.mil -

- Delete Browsing History...
- Diagnose Connection Problems...
- Pop-up Blocker
 - Turn Off Pop-up Blocker
 - Pop-up Blocker Settings
- Phishing Filter
- Manage Add-ons
- Subscribe to this Feed...
- Feed Discovery
- Windows Update
- Create Mobile Favorite...
- Send to OneNote
- Sun Java Console
- Internet Options

Home Home RSS Feeds (1) Print Page Tools

Home Contacts/Help FAQ

Can we help you find something?

DPS Status Dashboard

DPS Login Forgot Password? Program Director

What's New?

- Claims - Step1: File a Loss Damage Report in DPS**
Updated 22 March 2011
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Updated 10 January 2010
- IMC to AF Supp Shipment Inspection**
Updated 10 January 2010

Previous 1 2 Next

100%



Once you obtain your password and have your Blockers turned off, you are ready for your online counseling.

Here are some quick things to keep in mind when going through the system:

1. Do not wait until the last minute to start the HHG process. Any shipment submitted within 2 weeks of the requested pick up date cannot be guaranteed.
2. DPS will ask you for a primary email address. Please enter your work email address AND a personal email. Many times carriers and TMOs will need to send an email - as most members cannot access their work account while in transit it's important they have a personal email to reach you.
3. DPS only asks for a Pick Up Date. You must keep in mind that packers need days to pack your items before your pick up. On the [Scheduling](#) page it will tell you how many days your carrier will need as well as an estimated transit time for your HHG to reach destination.
4. If you are transferring to Alaska be sure to select CONUS when entering information regarding your delivery address and duty station. In DPS Alaska is considered CONUS. If you select OCONUS your request will be rejected and you will have to start again.
5. It's important to keep all your contact information up to date in DPS. If something changes (phone, email, address) you need to change it in DPS so that the carrier/TMO can contact you about your HHG.
6. If you are separating/retiring, make sure you enter a personal email address!! Many members only enter their military email address, which they don't have access to once they are no longer in the service. DPS sends shipment updates to your email address, and the TSP needs to have a means of communication with you.

[What Is DPS?](#) **Click here** [DPS Login](#) [Forgot Password?](#) [Program Director](#)

To Get Started, Select a Video

Personal Property Shipping Office (PPSO)

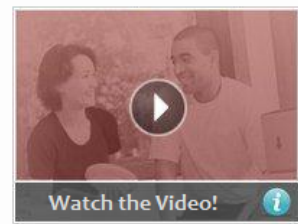



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Learn about TSP video! 

- TSP Resources
- CSS and BVS
- TSP News

[Click Here for TSP >](#)

What's New?

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Updated 22 March 2011

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[Previous](#) [1](#) [2](#) [Next](#)



Home Contacts/Help FAQ

Can we help you find something?

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- [PPSO Personal Property Shipping Office](#)
- [TSP Transportation Service Providers](#)

DPS Login

- [DPS Login](#)
- [Minimum System Requirements](#)
- [Need Help?](#)

Login Process

1. If you have not registered: [DPS Registration](#).
2. Go to [ETA](#) homepage or click the [DPS Login](#) button below. [What is ETA?](#)
3. Read and "Accept" the DoD Security Banner
4. Click Defense Personal Property System (DPS).
5. Select "Login" on title bar.
- If you are a Service member or a civilian, your ETA userid is your SSN or EIN.**
7. Enter your userid and password (access key), OR check "Check here to log in with your digital certificate" if you have registered your CAC card certificates.
8. Click "Log In"
9. Under the "My Approved Applications" tab, select DPS



DPS Login

Move.Mil is a publicly accessible DOD website. Content updates to this website are required to undergo a public affairs and legal review prior to being posted. Therefore please be patient with any requested changes. This process is in compliance with DOD policy.




Application Notices
No records to display.

ETA Notes

ETA Login

Digital Certificate / Smart Card Users

 Click here to log in with your digital certificate

ETA User-ID and Password Users

DOD Customer/Service Members involved in a DPS personal property move: your SSN/EIN is your ETA user ID. All other approved customers: use the ETA user ID provided when you registered.

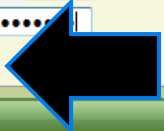
DPS Users: Turn off your Pop-Up blocker if using IE 7 or 8. Currently, DPS does not support Firefox or MAC browsers.

Enter ETA User-ID / Password Credentials

ETA User ID:

Password:

Change Password



For Coast Guard use your EMPLID to log in. For all other branches use your SSN.

Save your password! You will need it to log back into DPS to complete your Customer Satisfaction Survey, to submit requests on your shipment, update information, and if you have to file a damage claim at destination.



ETA Electronic Transportation Acquisition

Home Links Support Help New Password

Login Status

Logout

ETA User ID:
Last Login: 22 Apr 2011 @ 1102 CD

My Approved Applications
Request Additional Applications

Click here

Click on "My Approved Applications"

Need a new password? Forgot your password? Click here to reset it.

Welcome to ETA version 4.2.

The Electronic Transportation Acquisition (ETA) system is the Military Surface Deployment and Distribution Command (SDDC) Single Sign-On (SSO) portal to the transportation community through the use of the Worldwide Web. ETA provides a centralized portal for changes to adhere to security regulations (i.e., PKI centralized reporting capability for compliance adherence.

an application you have been approved for, please select from the list under 'My Approved Applications' on the left side of the screen. You can also register for a new application by selecting 'Request Additional Applications.'

Outages

No records to display.

Notices

ETA	Having trouble accessing ETA?	Some users may experience difficulties accessing the ETA portal from Internet Explorer. If you receive a, "Page Cannot be Displayed Error", when attempting to access the portal, please go to http://telework.dcmda.mil/installroot.cfm/ and download the root certificate. If you have any issues please contact the helpdesk. We do apologize for the inconvenience and appreciate your patience. ETA is working to resolve this issue. To better serve our DPS customers and industry partners and for the protection of DPS, the Government has implemented logon controls and limitations in both ETA
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For Official DoD Use Only

ETA Electronic Transportation Acquisition

Home Links Support Help New Password

Login Status

Logout

ETA User ID:

Last Login: 22 Apr 2011 @ 1102 CDT

My Approved Applications

Defense Personal Property System (DPS)

Welcome to ETA version 4.2.

The Electronic Transportation Acquisition (ETA) system is the Military Surface Deployment and Distribution Command (SDDC) Single Sign-On (SSO) portal to the transportation community through the use of the Worldwide Web. ETA provides a centralized portal for changes to adhere to security regulations (i.e., PKI implementation) and a centralized reporting capability for compliance adherence.

...ation you have been approved for, please select from the Approved Applications' on the left side of the screen. You can also register for a new application by selecting 'Request Additional Applications.'

Outages

No records to display.

Notices

ETA

Having trouble accessing ETA?

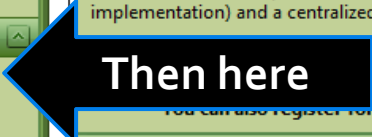
Some users may experience difficulties accessing the ETA portal from Internet Explorer. If you receive a, "Page Cannot be Displayed Error", when attempting to access the portal, please go to <http://telework.dcmda.mil/installroot.cfm/> and download the root certificate. If you have any issues please contact the helpdesk. We do apologize for the inconvenience and appreciate your patience. ETA is working to resolve this issue.

To better serve our DPS customers and industry partners and for the protection of DPS, the Government has implemented logon controls and limitations in both ETA

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For Official DoD Use Only

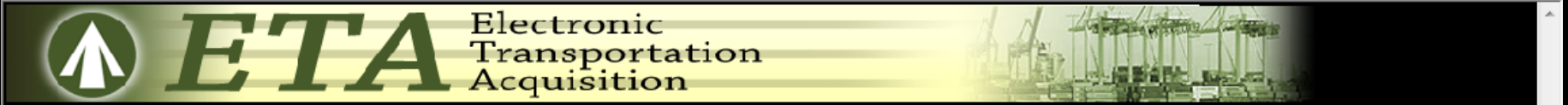


Then here

Click on "Defense Personal Property System"

Request Additional Applications

Need a new password? Forgot your password? Click here to reset it.



Login Status

Logout

ETA User ID: [Redacted]

Last Login: 22 Apr 2011 @ 1017 CDT


My Approved Applications

Defense Personal Property System (DPS)

Request Additional Applications

**Need a new password?
Forgot your password?
Click here to reset it.**

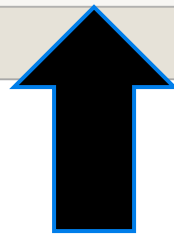
Enter Information

Verification 

Enter the code you see above to access DPS:

Finish

Enter verification code then click "Finish"

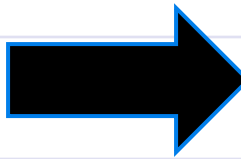


Welcome Amy Bartholomew, of Coast Guard.

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 login, you will be required to view the information again before proceeding.



Please Click Here >>> United States Coast Guard Information

Information that 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** link at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

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

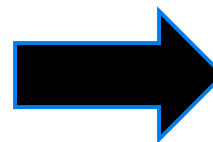
Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims



**To Begin
Self Counseling
Click Here**

You have to first acknowledge your service-specific webpage. You can just click this link and disregard.

Then you will click the **BIG RED BUTTON** to begin.

Defense Personal Property

Home Self Counseling Shipment Mana

Show -Select- Monday, Febru

General Information

- DTOD
- DTR
- JFTR
- DPS Glossary/Acronyms
- Find a Counseling Office

Quick Reference

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

General Information

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- Shipment Management Guide
- Claims Guide
- Loss and Damage Report Guide
- Customer Satisfaction Survey Guide
- Interactive Voice Response (IVR) Guide

When you click on the "Home" tab, there is a lot of good information on this page. All of the links on the left side are very useful. There is even a weight estimator!

Counseling Menu

Counseling

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

Order []

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Useful Links

- [Limitations](#)
- [Online Brochures](#)
- [FAQs](#)
- [Find a counseling office near you](#)
- [Weight Estimator](#)
- [Glossary / Acronyms](#)

-- United States Coast Guard

Welcome to Counseling



Know your entitlements and responsibilities

DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations, Online Brochures, and FAQs links in the left pane for "need -to- know" information concerning your personal property move. You may print these pages for later reference.



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 **i**.

Click on "Customer Profile" to begin building your profile.
 From here on you will just fill in the blanks

STOP!!!



If you have used DPS to book a HHG move before follow the next slide's instructions.

If this is your first time using DPS please skip next slide.

- Counseling Menu**
- Customer Profile
 - Customer Information
 - Point of Contact
 - My Orders**
 - Enter Order Information
- Useful Links**
- Limitations
 - Online Brochures
 - FAQs
 - Find a counseling office near you
 - Weight Estimator
 - Glossary / Acronyms



My Orders

Customer -- United States Coast Guard --

Know your entitlements and responsibilities

DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations, Online Brochures, and FAQs links in the left pane for "need-to-know" information concerning your personal property move. You may print these pages for later reference.

To add a shipment to an existing order, click on the Create a shipment button for that order.

Order No: 1214G84PSR1PK000 | Order Type: Retirement | Order Date: Feb 19, 2014 Create Shipment

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Self-Counseled	Assigned Counselor
	1	Personally Procured Move (PPM) PPM	In Counseling, Not Submitted	May 1, 2014			<input checked="" type="checkbox"/>	

You do NOT want to create a new shipment on OLD orders. This can put you in an overweight/excess cost status which cannot be fixed if your move is booked on old orders OR your shipment will be cancelled and you will have to start over. Click on "Enter New Order Information". If done properly the next page should display all blank fields.

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

Show Counseling Monday, February 24, 2014 3:40:12 PM Reports Saved Queries: -Select-

Create New Shipment

Customere -- United States Coast Guard

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.

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, unpacking, 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)? [i](#)

Yes No

When selecting a government-carrier move, click "No" on this page. When selecting a PPM, click "Yes" on this page. To request both moves, simply proceed with one move and submit it, then click "Create New Shipment" and select the other type.

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 checked="" type="radio"/> NTS	Non-Temporary Storage	Long-term HHG storage in lieu of transportation. NTS includes necessary packing, crating, unpacking, 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

<< Previous

Next >>

It is from this page you will identify the type of move you are requesting. If you are entering a PPM, whether full or partial, you will select HHG, then answer Yes to the question at the bottom.

***Note: you must click "Next" at the bottom of each section to save your progress.**

- Counseling Menu**
- Customer Profile
 - Customer Information
 - Point of Contact
 - My Orders
 - Enter Order Information

- Order [1214G84PSR1PK000]**
- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary

Entitlements
 PCS: 13000 lbs.
 Remaining PCS:13000 lbs.

- Useful Links**
- [Limitations](#)
 - [Online Brochures](#)
 - [FAQs](#)
 - [Find a counseling office near you](#)
 - [Weight Estimator](#)
 - [Glossary / Acronyms](#)

Additional Information

Customer: [United States Coast Guard]

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 checked="" type="radio"/> No
* Are You Shipping a Boat?	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Are You Shipping a Mobile Home?	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Do you currently have items in Non-Temporary Storage(NTS)?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Orders Specific Questions

* Are You Required to Vacate Government or Privatized Quarters?	<input type="radio"/> Yes <input checked="" type="radio"/> No
---	---

[<< Previous](#) [Next >>](#)

If you are shipping any of the above items with your HHG, ensure you check Yes. You will be required to enter specific information on your POV/Motorcycle/Boat, such as VIN, make/model, year, etc. Retirees/separates who are required to vacate quarters are entitled to a local move in addition a final move to their home of record/selection.

Entitlement Summary

Customer: -- United States Coast Guard --

Order Number: 1214G84PSR1PK000

*****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 Coast Guard CPO / E-7 on Retirement orders (Shipment of HHG Permitted) from ALAMEDA, CA to SPRINGFIELD, PA with a Retirement date of 01-Sep-2014.

Your JFTR TDY PCS Weight Allowance is 13,000 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.

All Rights Expire 1 Year from Date to Termination of Active Duty except for:

- 1- Member's who Qualify for Extension of Time
- 2- Member undergoing Hospitalization or Medical Treatments
- 3- Member undergoing Education or Training to Qualify for a Civilian Job
- 4- Other Deserving Cases

Contact your local PPSO for additional information.

Shipment to a specified location other than HOS is limited in cost to the HOS, HOR or PLEAD, whichever provides the greatest entitlement.

Entitled to ship From [Current/Previous Duty Station, Previous Designated Location](#) To [Designated Location, Home of Selection \(HOS\)](#) and based on the orders information entered, the following shipment(s) are authorized:

- + [Household Goods](#)
- + [Non-Temporary Storage \(NTS\)](#)
- + [Non-Temporary Storage \(NTS\) Release](#)

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

There is a lot of information on this page, all of which are responsible for reading and understanding. You can click on the text in blue and it will provide a brief explanation. When you scroll to the bottom of the page you can print the information out (highly recommended).

Create New Shipment

Customer: -- United States Coast Guard --

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.

Create	Type Of Shipment	Brief Description
<input checked="" 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, unpacking, 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

Shipment Information


Customer: [-- United States Coast Guard --]

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.
- A small vessel used to travel on the water, powered either by wind, oars, or motor.
 1. 14 feet or less in length and 6 feet 10 inches or less in width and 6 feet 5 inches or less in height: Boats with or without associated trailer can be shipped in your HHGs.
 2. Over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 5 inches in height: Boats with or without associated trailer can be processed as a One-Time-Only (OTO)  shipment.
 3. Employees are not authorized to ship a boat/personal watercraft at government expense if the overall length of the boat/personal watercraft (with or without associated trailer) is over 18 feet (exception – primary residence).

Note: Shipping a boat may result in excess costs for the member/employee. 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 to meet dimensional requirements or removed.

- 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.

This is another page with a lot of information. Read it and print the information out (highly recommended).

Pickup and Delivery

Customer: -- United States Coast Guard --


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.


*Is this a Local Move?


Yes No 

Dates

* Planned Move Start Date

Click on the  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.

To add an address to your list click on the  ; enter the address information and select 'Save Address'.

Pickup & Delivery

* Authorized Pickup Address



* Authorized Delivery Address











* Requested Pickup Address



* Requested Delivery Address



If you have used DPS before, there may be addresses that you can select from. Otherwise, you will have to enter pickup and delivery addresses. If you are unsure of your delivery address, enter "SIT" for the street address, and then use a city/state that you plan on residing within 30 miles of.

Additional locations	
Pickup 1 <input type="text"/>  	Delivery 1 <input type="text"/>  
Pickup 2 <input type="text"/>  	Delivery 2 <input type="text"/>  
Releasing & receiving agents	
Releasing <input type="text" value="Select from below"/>	Receiving <input type="text" value="Select from below"/>


You can enter an additional pickup/delivery address, as long as it is within 50 miles of your requested pickup/delivery address.

If you are going to have someone else release/receive your HHG, their name and information must be entered into DPS. They do not need a power of attorney.

Please provide basic information about your shipment.

Shipment Weights

Destination Shipping Information (from Consignment Guide)

*Total estimated weight of your household goods [i.e. enter the total estimated weight of all items that are being shipped]	<input type="text" value="3000"/>	Weight Estimator Form
*Estimated weight of PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	<input type="text" value="10"/> 	How will PBP&E affect my household goods weight? 
*Estimated weight of Spouse's PBP&E [Pro Gear] [i.e. enter the portion of Total estimated weight that is Pro Gear]	<input type="text" value="0"/> 	How will Spouse PBP&E affect my household goods weight? 
*Spouse's Profession [NOTE: Your spouse is only entitled to ship a maximum of 500 lbs Pro Gear in support of their occupation or community support activities]	<input type="text"/>	

Special Items included in shipment

<input type="checkbox"/> Grandfather clock	<input type="checkbox"/> Shrunk/Large wall unit	<input type="checkbox"/> Plasma TV	<input type="checkbox"/> Gas-powered equipment
<input type="checkbox"/> Spa/Jacuzzi	<input type="checkbox"/> Piano	<input type="checkbox"/> Shed	<input type="checkbox"/> High value items
<input type="checkbox"/> Alcoholic beverages	<input type="checkbox"/> Front load washer/dryer		
<input type="checkbox"/> Utility trailer			

Note: Only utility trailers of a single-axle with an overall length of no more than 12 feet (from rear to trailer hitch); with or without tilt beds and no wider than 8 feet (outside tire to outside tire) can be shipped as part of your HHG. Side rails or the body of the trailer must not be higher than 28 inches (unless detachable) and the ramp/gate for the utility trailer cannot be higher than 4 feet (unless detachable).

Additional Information

Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. JetSki)

250 characters left

Review this section carefully. You can estimate about 1,000 pounds per room, or use the weight estimator (more on that later). Currently there is weight limit on pro gear for members. For orders issued after 1 May 2014, the limit will be 2,000 pounds. Check the boxes for any items that you will have in your HHG shipment. You can enter other remarks in the Additional Information box that is important regarding your HHG shipment/items you have.

Weight Estimator Form

This form will assist you in estimating the weight of your shipment or shipments. Please note that this is an **estimate only!** It is designed to assist you in estimating the total weight of your shipment(s). However, you are ultimately responsible for the actual weight of the household goods you ship. The weights in this program are based on industry standards and your actual weights may vary depending on brand, size, etc. Please use proper judgment when making your estimates.

Click here to acknowledge that you have read the above disclaimer

[Show Estimator](#)

Instructions:

Enter the quantity of each item listed below. Please note that certain fields are *italicized*, which means you should enter the **total number of pounds** for that object rather than the number of pieces.

The number in parentheses next to each item denotes the standard weight in pounds for the specific item, based on transportation industry standards. If you know your item weighs more than the denoted weight, enter the difference in one of the "additional pounds" fields.

As you update the fields in the weight estimator, the weights will automatically be recalculated and displayed. The weight estimator will enable you to estimate the weight for each room as well as the entire shipment.

THIS IS AN ESTIMATE ONLY!

Appliances

Enter a quantity in each field. *For items in italics, enter weight in pounds.*

<i>Additional Pounds of Appliances (1)</i>	<input type="text"/>	AC (Window) (140)	<input type="text"/>	Dehumidifier (70)	<input type="text"/>
Dishwasher (140)	<input type="text"/>	Dryer (175)	1	Freezer (15 CU or Less) (315)	<input type="text"/>
Freezer (16 CU or More) (420)	1	Humidifier (35)	<input type="text"/>	Ironer/Mangle (84)	<input type="text"/>
Microwave (70)	<input type="text"/>	Mini-Refrigerator (70)	<input type="text"/>	Range (210)	<input type="text"/>
Refrigerator (10 CU or Less) (315)	<input type="text"/>	Refrigerator (11 CU or More) (420)	<input type="text"/>	Trash Compactor (140)	<input type="text"/>
Vacuum Cleaner (35)	1	Washing Machine (175)	1		
Total estimated weight for Appliances	805			Total estimated weight of shipment (excluding PBP&E):	1696

Total **estimated** weight of shipment (excluding PBP&E):

6480

Go through each section, entering the quantity of items you have. Once you have done that, at the bottom there will be an estimated weight.

Additional Items

Customer: [-- United States Coast Guard --]

Firearms

* Do you want to add a firearm to this shipment?

Yes No

* I certify that this shipment does not contain firearms.



<< Previous

Next >>

If you are not moving firearms in your HHG, select No and then check the box to certify this. You will be able to go back later and change this, as long as your shipment hasn't been submitted.

* Do you want to add a firearm to this shipment?

Yes No

Add/Edit Firearm

* Serial Number:

* Make:

* Model Year:

* Model Name:

* Caliber Size or Gauge:

* Country of Manufacturer:

* Firearm Code:

Select from Below

Save Firearm

Cancel

If you are shipping firearms, this is the information that will be needed for each item.

Customer Responsibilities

Customer: -- United States Coast Guard

- 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.

This page has the most important information that you are responsible for knowing. YOU NEED TO READ IT!!! Then, print it out so you have it for a reference up to and on moving day. There will be a lot going on and you won't remember everything. This shows your responsibilities as well as the carrier's responsibilities.

Counseling Office

Customer: -- United States Coast Guard --

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. *Note: Your move cannot be scheduled until you have provided orders and other supporting documents, if applicable, to the transportation office listed below.* All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting documentation as soon as possible. You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

Click here to acknowledge that you have read the above disclaimer

Pickup Installation

GBLOC: LHNQ
Installation Name: USCG BASE ALAMEDA, ALAMEDA, CA

Delivery Installation

GBLOC: BGNC
Installation Name: CPPSO NORFOLK



Selecting 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: PPSO COAST GUARD ALAMEDA ▼

Selected Counseling Office Information

Installation Name: PPSO COAST GUARD ALAMEDA
Street: USCG BASE ALAMEDA, BLDG 3
City: ALAMEDA
State: CA
ZIP/APO/FPO: 94501
Country: UNITED STATES

Our office can only book shipments for the following counties: Alameda, Contra Costa, Marin, San Francisco, San Mateo, Santa Clara, and Sonoma. If your pickup address is in another county, the name of the booking office will show up under the Pickup Installation. The next slide will address selecting our office for counseling.

Counseling Office

Customer: -- United States Coast Guard --

Once you submit your on-line application, it will be received and processed by the Personal Property Office. A Transportation counselor will review your information to ensure that it is complete and accurate. *Note: Your move cannot be scheduled until you have provided orders and other supporting documents, if applicable, to the transportation office listed below.* All counseling related documents must be provided to the transportation office within 6 business days of submitting your application. For a short notice pickup (requesting pickup within 5 business days), please provide supporting documentation as soon as possible. You will be notified by the Transportation Service Provider once your shipment has been scheduled. If you have any questions please contact the transportation office listed below.

Click here to acknowledge that you have read the above disclaimer

Pickup Installation

GBLOC:	LHNQ
Installation Name:	USCG BASE ALAMEDA, ALAMEDA, CA

Delivery Installation

GBLOC:	BGNC
Installation Name:	CPPSO NORFOLK

Selecting 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: PPSO COAST GUARD ALAMEDA ▼



Selected Counseling Office Information

Installation Name:	PPSO COAST GUARD ALAMEDA
Street:	USCG BASE ALAMEDA, BLDG 3
City:	ALAMEDA
State:	CA
ZIP/APO/FPO:	94501
Country:	UNITED STATES

Here you can select our counseling office if you choose. We can counsel you and get your required paperwork, however we will scan and email it to the proper TMO (Travel Management Office); this is called a mail away.

Shipment Submit

Customer: [i] -- United States Coast Guard --

Your application for the following shipment has been submitted.

Shipment Details

Shipment:	2 HHG
Order Number:	1214G84PSR1PK000
Date Submitted:	Mon, 24 Feb 2014 18:58:46
Shipment created by:	1058608
Date DD 1299 Prepared:	Mon, 24 Feb 2014 18:58:37

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**.

Congratulations! You have successfully submitted your HHG request.

- Counseling Menu**
- Customer Profile
 - Customer Information
 - Point of Contact
 - My Orders**
 - Enter Order Information
- Useful Links**
- Limitations
 - Online Brochures
 - FAQs
 - Find a counseling office near you
 - Weight Estimator
 - Glossary / Acronyms

My Orders
 Customer: [Redacted] -- United States Coast Guard --

Welcome to Counseling



Know your entitlements and responsibilities

DPS counseling enables you to prepare your own shipment applications rather than visiting a counseling office to do so. Review the Limitations, Online Brochures, and FAQs links in the left pane for "need -to- know" information concerning your personal property move. You may print these pages for later reference.



To add a shipment to an existing order, click on the Create a shipment button for that order.

Order No: 1214G84PSR1PK000 | Order Type: Retirement | Order Date: Feb 19, 2014 Create Shipment

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Weight	Self-Counseled	Assigned Counselor
	1	Personally Procured Move (PPM) PPM	In Counseling, Not Submitted	May 1, 2014			✓	



If you are doing a HHG move as well as a partial PPM, or any other combination of moves, this is where you would enter another shipment, by clicking on "Create shipment".

If you do any part of a PPM you need to get EMPTY and FULL weight tickets.

Coast Guard must have BOTH Empty and Full weight tickets obtained at ORIGIN. CG members must also get their counseling done at origin.

See ALCOAST 070-12

Navy must have the empty weight ticket at Origin and the full weight ticket taken at Destination

Army, Marines, and Air Force may get weight tickets at origin, en route, or at destination.

Visit <http://cdfa.ca.gov/dms/publicscales> to find your nearest weigh station.

Keep in mind when doing a PPM: You get paid only for weight and distance.; the more weight you have and the further your duty stations are the more money there is to be made. You will not get reimbursed for truck rental, gas, packing materials, etc. but if you claim these expenses on your PPM claim the government will not tax this part of your reimbursement. If you do claim any expenses you need to submit your receipts with your claim package.

If you do not follow your service-specific instructions your claim will be denied the incentive portion & you will be paid actual cost only. This means that if you use your POV for a PPM you will get paid \$0.

Instructions

Customer:

-- United States Coast Guard --

Vehicles must be weighed empty and full — The driver, all passengers and any unauthorized items must be out of vehicle and the gas tank must be full each time the vehicle is weighed. Be sure you have your vehicle weighed at a "CERTIFIED" weigh station. The following link provides a list of certified weight scale locations: http://www.move.mil/dod.htm#startMove_

Weight Ticket Identification: To ensure proper identification of the weight tickets and subsequent payment of your incentive allowance, it is essential that the following information be included on each weight ticket obtained:

- Imprint or official stamp with name and location of Weigh station
- Signature and title of official certifying the weighing
- Legible imprint of the weight(s) and date(s) recorded
- Your name, rank/pay grade
- Identification of vehicle weighed

You should retain a copy of each weight ticket for your personal records.

Claims/Liability: You are responsible for preventing loss and/or damage before, during and after the move. Claims will be submitted in accordance with current Service regulations. Because SELF PROCURED move participants are responsible for arranging the entire move, claims for loss and/or damage will generally not be paid except in those cases where an act transpires that is beyond your control (vehicle accident, fire, theft, Act of God, etc.) and it is determined that you are free of negligence.

Temporary Storage: Temporary storage incidental to a personally procured move may be authorized at government expense. If authorized, reimbursement will be based on the government's cost to store a like amount of weight and will not include an incentive payment. If you feel you may need temporary storage, contact the Personal Property Shipping Office listed when you submit your application.

Another page with a lot of information on PPM, all of which are responsible for reading and understanding. You can print the information out (highly recommended).

- Main
 - Manage Shipments
 - Shipment(s) And Status
 - Shipment Requests
 - Shipments in Storage

Customer Main Page

Welcome to the Defense Personal Property System. Under the Manage Shipments link to the left you can select the Shipment(s) And Status link to view/update your shipments or information and the Shipment Requests link to monitor your requests such as for reweighs or temporary storage extensions.

By clicking on the "Shipment Management" tab, from this page you can check on the status of your shipment, request an extension on your temporary storage, update your delivery address, request delivery, request a reweigh, etc.

Counseling Menu <<

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

Order [1214G84PSR1PK000] <<

- Orders Details
 - Rank & Hard Copy Orders
 - Order Information
 - Duty Stations
 - Orders Selection
 - Tour Information
 - Additional Information
 - Summary
- Shipment
 - Create New Shipment
 - Current Shipments
 - 1-PPM
 - 2-HHG (Selected)

Current Shipment

Customer: [] -- United States Coast Guard --

Shipment 2 - Household Goods [Not]

Pickup Information

Confirm shipment cancel [X]

Are you sure you want to cancel the following Shipment?

Order Number 1214G84PSR1PK000

Customer Name []

Shipment Type Household Goods

OK Cancel

Order [1214G84PSR1PK000] <<

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

If you need to cancel a shipment, it is relatively easy. First, the shipment must be submitted. Next, click on the shipment you want to cancel in the left window. Then, click on the "Not" symbol. A small window will open, verifying that you want to cancel the shipment. Click OK. You should now only see any remaining shipments.

Session Expired

Your session has expired. Click on the tab in the Siebel header to start a new session.

If, while you are working on something in DPS, this warning appears, you do not need to log out and log back in. Simply click on a tab in the Siebel header, which is this:



If you have any questions about the DPS process or entitlements please contact your counselor.

**If you incur technical issues please contact SDDC:
1-800-462-2176 (option 5).**

Our office does not handle car shipment. If you are going overseas you are usually authorized 1 car shipment (check your orders for details). If authorized, please call the Richmond VPC to schedule an appointment.

Their numbers are:

1-800-704-2444 or 1-510-231-6831

This is for overseas only