

CLAIM FOR LOSS AND DAMAGES

The Loss and Damage report and/or claim must be filed in DPS. You have 75 days from the date of delivery to initiate the claims process. Completing your claim is a two-step process in the following order.

Step 1: Complete a Loss and Damage Report

Step 2: Complete and submit the claim report

For a step-by-step guide or to watch the "Claims How To" video, go to:

http://www.move.mil/dod.htm#afterDelivery_ad-dodClaims

CUSTOMER SUPPORT

For functional assistance (how to use DPS or move related questions), please email householdgoods@navy.mil.

For DPS technical or system related difficulties, contact the DPS Help Desk at sddc.safb.dpshd@us.army.mil.

Or

To locate the nearest Transportation Office:

http://www.move.mil/contacts.htm#Contacts_LocatorMaps

LINKS:

To start or submit an application:

www.move.mil

NAVSUP Household Goods Webpage:

https://www.navsup.navy.mil/navsup/ourteam/comfiscs/prod_serv/household

To locate the nearest Weight Scale:

http://www.move.mil/contacts.htm#Contacts_LocatorMaps

For list of items you cannot ship with your HHG:

http://www.move.mil/documents/DOD/Unauthorized_Items.pdf

CUSTOMER RESPONSIBILITIES / MOVING TIPS

There are certain responsibilities that service members and DoD civilians must be aware of. For example, did you know that at destination, your Transportation Service Provider (TSP) is responsible for unpacking, uncrating and removal of all packing materials? Did you know that it's your responsibility to monitor the packing of your household goods? Did you know that you should carefully read the prepared inventory and all other forms before signing them?

For a complete list of responsibilities, visit the links listed below:

"It's Your Move" booklet for service members:

http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

"It's Your Move" booklet for DoD civilians:

http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf



MOVING TIPS

- Prepare for your move. Dispose of unnecessary or unwanted items to ensure you are within your weight allowance.
- Make sure professional books, papers and equipment are marked on your inventory sheets. In addition, spouse pro gear (limited to 500 lbs) should be separated and marked as "SPRO" on packing and inventories.
- Know your weight entitlements. Excess costs may apply if you exceed your allowed weight.

A complete list of moving tips may be found at:

http://www.move.mil/documents/DOD/Moving_Tips_for_Shipment.pdf



GETTING STARTED

A Quick Start Guide for Your Move



EMAIL QUESTIONS TO:
HOUSEHOLDGOODS@NAVY.MIL

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STEP 1: WWW.MOVE.MIL

DPS – ACCESS & LOGIN

Entry to the Defense Personal Property System (DPS) is through <http://www.move.mil>. In order to access the system correctly, you must use Internet Explorer (IE v5.5 or greater). For the system to function as it has been designed, pop-up blockers must be turned off. To turn off pop-up blockers, open Internet Explorer, go to tools and click to “turn off pop-up blockers.” DPS cannot be accessed from a MAC computer or from an alternate browser such as Firefox or Mozilla.

First time users of DPS must obtain a password. Go to www.move.mil and click on “DPS Registration.” Follow the prompts for information and submit a password request. If you receive a “certificate error,” visit the homepage of move.mil and under the header “What’s New,” click the top link labeled *** Attention - Possible DPS Access Problem***. Follow the step-by-step directions for downloading the root certificate. If you’ve forgotten, lost or not used your password recently, click the red exclamation mark (!) at the ETA login screen.

Once a password has been requested, you will receive an email containing a link for verifying your account. Click the link and verify your security questions. Passwords are case sensitive and must be entered exactly as they appear. Passwords cannot be customized so you should retain your password to access DPS during your entire move process.

After receiving a password, revisit www.move.mil and click DPS Login. Once logged in, acknowledge your branch of service information. In the middle of the page, click on the words Acknowledge Branch of Service Information. A new window will open containing specific branch of service information. Read your information and close the window.

SUMMARY

1. Go to <http://www.move.mil>.
2. Click DPS Registration.
3. Follow prompts to obtain password.
4. Write password down.
5. Log in to DPS.
6. Acknowledge Branch of Service Information

If you need help obtaining access or logging in to DPS, you may attend a webinar. Every Tuesday 0900 PST and Thursday 1300 PST. Email householdgoods@navy.mil for instructions on attending.

STEP 2:

DPS - SELF COUNSELING

Begin the DPS application process by completing the Self Counseling portion. Once you log in successfully and acknowledge your branch of service information, click on the tab at the top of the page titled “Self Counseling.” Start by entering your personal information and follow the remaining prompts to add a contact, enter orders information, request pack and pickup dates, and provide origin and destination addresses. You should use a personal email address such as customer@yahoo.com, customer@gmail.com, etc., and a phone number where you can be reached during your entire move process. Required information is indicated by a red asterisk (*).

Once you have entered all of the required information and clicked “submit,” DPS will send you an email notification that your application has been forwarded to the Personal Property Office for processing. If you do not receive any notification, please contact your Personal Property Office. You must submit a hard copy of your orders and any required documentation before your application can be awarded to a Transportation Service Provider (TSP). The TSP will contact you to confirm pack/pickup dates and conduct a pre-move survey.

SUMMARY

1. Log in to your DPS account through <http://www.move.mil>.
2. Click Self Counseling.
3. Input information as prompted.
4. Click Submit.
5. Follow up with orders & required documents.
6. Move is assigned TSP.
7. TSP confirms pack/pickup dates and conducts a pre-move survey.

If your TSP has not contacted you within three (3) business days prior to your pack/pickup, please contact your Personal Property Office.



STEP 3:

SHIPMENT MANAGEMENT

After your shipment has been awarded to a TSP, you may check the status of your shipments, update your contact information, update your delivery addresses, request delivery and request storage or storage extensions by logging in to your DPS account and clicking on the “Shipment Management” tab. When the page loads, on the left side, click to expand ‘Main,’ then click to expand ‘Manage Shipments’ and finally, click on ‘Shipment(s) and Status.’

STEP 4:

CUSTOMER SATISFACTION SURVEY

Your opinion matters! The Military Surface Deployment and Distribution Command (SDDC) is responsible for approving and monitoring the performance of moving companies. In order to provide quality service, your participation in evaluating your moving experience is essential. The CSS has a direct impact on all future shipments. CSS scores for each moving company affect how many shipments they will receive in the future. Your evaluation will have an immediate impact on how many shipments your company will be awarded throughout the year. Whether you have a good or bad move, the CSS is your way of helping improve future moves for you, your fellow service members and your family.

SUMMARY

1. Log into your DPS account through <http://www.move.mil>.
2. Select the Customer Satisfaction Survey tab at the top of the page.
3. Complete the 12-question survey and select submit.