

## What is needed to start the process?

Prior to setting up a move, you will need the following information/documents:

Orders (PDF - Cannot be any other format except a PDF)

Amendments (If applicable) (PDF)

Pickup Address. (If goods are in a Self-Storage Facility, you will need Street Address, Name of Company, and Unit/Lot Number)

In-Transit Point of Contact. (You will need the name, address, and phone number)

Destination City or Base. (If you have an address at Destination, great, have that available)

Person who can act on your behalf on moving date(s) (Including Spouses)

You will need the name, phone number, and E-Mail address of this individual).

**A Power of Attorney is not required.**

If you are shipping/storing a Motorcycle or Firearms you will need the following:

**(If you are shipping these yourself, and not through a contractor, not required)**

Motorcycle:

VIN Number, Make, Model, Year, Engine Size, Weight of Motorcycle, Country of Manufacture

Firearms:

Serial Number, Make, Year, Model Name, Caliber, Country of Manufacturer

Great, you have the information needed to start setting up a move!

# Logging into the Defense Personal Property System (DPS)

[www.militaryonesource.mil](http://www.militaryonesource.mil)

CHROME is the recommend browser to use. DPS **will not** work with MAC!

Scroll about a quarter of the way, and you will see this on the right hand side:

The screenshot shows the Military OneSource website interface. On the left, there is a 'LATEST UPDATES' section with several news items. In the center, the 'MILITARY ONE SOURCE' logo is displayed above the tagline 'YOUR SUPPORT WHEN MILLIFE HAPPENS'. Below this, there is a 'TRENDING CONTENT' section with links to 'Relationship Support', 'Military Pay 101', 'Address That Stress', 'DOD ID Cards: CAG, DEERS', and 'Join the Reserves'. To the right of the trending content is a 'POPULAR RESOURCES' section with links to 'DPS, PCS & Military Moves', 'MilTax, Free Tax Services', 'Space-A Travel', 'Military Spouse Benefits', and 'Flexible Child Care'. An arrow from a 'Click Here' box on the right points to the 'DPS, PCS & Military Moves' link.

Click Here

When the page opens, Scroll about a quarter of the way, and you will see this in the center:

The screenshot shows the login page for the Defense Personal Property System (DPS). At the top, there is a link for 'COVID-19 moving guidance updates'. Below that is the heading 'Global Household Goods Contract, or GHC' with a sub-heading 'Defense Personal Property System'. The main text reads: 'Sign in to the Defense Personal Property System, or DPS, to schedule your move, track your shipment or file a claim:'. Below this text is a dark blue button with the text 'LOG IN TO DPS'. An arrow from a 'Click Here' box on the right points to this button. At the bottom, there is an 'ALERT' section stating that the system will undergo scheduled maintenance every Friday from 7 p.m. CST until Saturday, 5 a.m. CST.

Click Here

**Click on the RED CONTINUE BOX. A new window will open.**

**Click on “Accept”**

# Logging into the Defense Personal Property System (DPS)

Defense Personal Property System Quick Reference Guides

## Welcome to DPS Landing Page

**Outages**  
In order to provide a predictable maintenance schedule to DPS users worldwide, the DPS PMO will be taking the DPS application offline starting at 1900 Central Time on Friday nights. The application will return to service once maintenance activities are completed. The specific times of scheduled maintenance will be identified in the DPS Advisory messages released by the TCJ9 prior to any activity.

**Notices**  
Users are notified of system status and degraded performance in DPS via a 0900 CST on 31 Jan 2023. The DPS team is aware of the concern and will continue to coordinate the degradation issues. The anticipated

Scroll down until the following is fully visible:

We realize our customers have various browsers, operating systems, and devices available to them. In order to have the best experience when interacting with DPS, Internet Explorer 11 is the preferred browser using a laptop or desktop device. Customers can use Other Browsers or Devices, however, certain aspects of the application may encounter issues. The program is working to provide maximum browser flexibility.

**Application Notices**  
For system questions or support, please contact the System Response Center (SRC) via 1-800-462-2176 or usarmy.scott.sddc.mbx.g6-rc-dps-hd@army.mil. For OCONUS users, please contact your local operator for DSN dialing instructions.

**DPS Login Options**

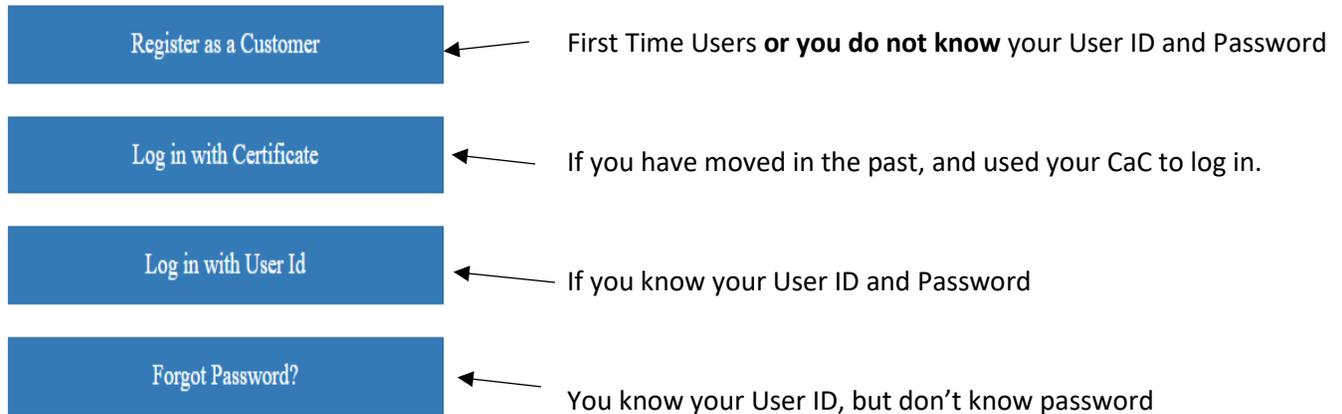
Customer (I need to ship Personal Property)	Supporting Role (DOD Personnel in the DP3 Enterprise and TSPs)
<a href="#">Register as a Customer</a>	<a href="#">Register in a Supporting Role</a>
<a href="#">Log in with Certificate</a>	<a href="#">Log in with Certificate</a>
<a href="#">Log in with User Id</a>	<a href="#">Log in with YubiKey</a>
<a href="#">Forgot Password?</a>	<a href="#">Log in to ETOPS with Certificate</a>

**PII Disclaimer**  
This system contains information which must be protected IAW AR 340-21, The Army Privacy Program, Department of Defense (DoD) Directive 5400.11, DoD Privacy Program, The Privacy Act of 1974 as amended applies, and it is For Official Use Only (FOUO). It must be protected or privacy act information removed prior to further disclosure.

You will work under CUSTOMER. The supporting Roles are for TMO and the movers. DO NOT USE Supporting Roles!

## Customer

(I need to ship Personal Property)



The majority of users will choose “Register as a Customer”.

Once you hit that screen, a new window will open. Fill out all the information as requested.

For individuals who are doing this on a government computer, it is recommended to use your Military E-Mail when registering.

The link that will be sent to create the password needs to be accessible. Many government computer systems will not open Yahoo, G-Mail, etc.

You will be able to change the E-Mail at a Later Time to your personal E-Mail!

Once you have been granted a User ID, remember it!

Once you get the E-Mail from DPS, click on the link, and create a Password.

Once a Password is created, you need to close the browsers and go back to [www.militaryonesource.mil](http://www.militaryonesource.mil) again. Follow the directions from before, but now you click on “LOG IN WITH USER ID”