

MOVE.MIL INFORMATION

-Go to www.move.mil

-Scroll down to the **GREEN BANNER FOR NEW USERS ONLY !!**

-Select "Create a new account"

-Type in all the GENERAL information

-Check the box "Attach Certificate?" if you would like to attach your CAC to your account (You will be able to log into your account via your CAC vs inputting a Username and password

-SUBMIT

-DPS will give you your DPS Username and email you your password separately

-Once you have enabled your CAC or received your USERID and PW go back to www.move.mil

-Scroll down to "**SCHEDULE YOUR MOVE**" highlighted in **BLUE**

-Click on "Follow online tutorials for help logging in or using DPS"

-This page lists Tutorials on how to: Returning User Login// **Create a Shipment** // **Create a PPM Shipment** // Dual Military (Mil-to-Mil) Move // Cancel a Shipment // Customer Satisfaction Survey // **File a Claim**

The screenshot shows the Move.mil website interface. At the top, there is a navigation bar with the Move.mil logo and the text "Official DOD Moving Portal". Below the logo, there are links for "Moving Guide", "Tutorials", "FAQ", "Customer Service", and "Tools & Resources". A banner below the navigation bar says "Sign in to DPS or create a new account to schedule your move, update information, or complete the claims process." The main content area is titled "New User Registration" and features a sidebar with the following options: "New User Registration" (highlighted), "Returning User Login", "Create a Shipment", "Create a PPM Shipment", "Dual Military (Mil-to-Mil) Move", "Cancel a Shipment", "Customer Satisfaction Survey", and "File a Claim". The main content area contains a text box with the following text: "Get an overview of the online moving process with pro tips from experienced customers and counselors. Need more? Visit your [local transportation office](#) or call [1 \(800\) 462-2176](tel:18004622176) for 24/7 support." Below this text is a "TUTORIAL" section titled "New User Registration" with a "1 of 10" indicator. The tutorial content includes a screenshot of the ETA (Electronic Transportation Acquisition) login page, which shows a "Login" button and a "Get access via email" link. The ETA page also displays a welcome message and a notice about system maintenance.

-If after going through the tutorials, you are still having any issues, please contact our office at 573-596-0077 for further assistance.

****IT IS HIGHLY RECOMMENDED TO OBTAIN A USERID AND PASSWORD****

- DPS can be accessed from your government computer as well as your personal computer, laptop, tablet and smart phones
- You are able to make changes to your record by logging in
- You can upload all necessary documents needed to submit your record for booking
- You can check the status of your shipment
- ALL CLAIMS must be processed through DPS

-WHEN CREATING A HHG/UB SHIPMENT IN DPS PLEASE DO THE FOLLOWING TO EXPEDITE THE PROCESS (GOVERNMENT ARRANGED MOVE)

- UPLOAD YOUR ORDERS
- DPS generates two shipping forms once you have completed your record, and on the SUBMIT PAGE : DD1299 and DD1797 , Please sign and date both forms and upload them into DPS
 - Sign block 15a and 15b on the DD1299
 - Sign block 9c and 9d on the DD1797
- If you are unable to upload your orders/documents in DPS, you can email them to us at usarmy.leonardwood.usag.mbx.dolhhg@mail.mil

-WHEN CREATING A PPM IN DPS PLEASE UPLOAD YOUR ORDERS (DITY MOVE)

- No documents are needed to sign in order to submit your PPM record
- All necessary documents can be sent to you via email as you do not sign anything until you have reached your destination and completed your PPM move.
- If you are unable to upload your orders in DPS, you can email them to us at usarmy.leonardwood.usag.mbx.dolhhg@mail.mil

PPM Helpful Hints

- OBTAIN AN EMPTY AND FULL WEIGHT TICKET (IF MULTIPLE VEHICLES, AN EMPTY AND FULL WILL BE NEEDED FOR EACH VEHICLE) (IF ONE VEHICLE BUT MULTIPLE TRIPS, ONE EMPTY AND A FULL TICKET FOR EACH TRIP WILL BE NEEDED)
- PLEASE LABEL YOUR WEIGHT TICKETS "TOYOTA FULL" "TOYOTA EMPTY", "UHAUL FULL""UHAUL EMPTY"
- BRING YOUR RENTAL TRUCK RECEIPT IF APPLICABLE
- MAKE SURE ALL YOUR DOCUMENTS ARE SIGNED AND DATED AFTER YOU HAVE COMPLETED YOUR MOVE
- KEEP ALL RECIEPTS FOR YOUR RECORD AS YOU MAY BE AUDITED

PLEASE FEEL FREE TO CONTACT OUR OFFICE FOR ANY QUESTIONS OR CONCERNS YOU MAY HAVE
THANK YOU

usarmy.leonardwood.usag.mbx.dolhhg@mail.mil

[573-596-0077](tel:573-596-0077)