SELF COUNSELING
PLEASE READ ENTIRE FORM

To initiate a shipment application and file your Customer Satisfaction Survey (CSS) you must have a Customer Profile built in the Defense Personal Property System (DPS).

“GO TO TOOLS AND "TURN OFF THE POP-UP BLOCKER"

If you do not have an Electronic Transportation Acquisition (ETA) login, go to www.move.mil to register to receive a login id and password (clicking on “Tutorials” explains the entire process). If you encounter problems or do not receive your account confirmation within 48 hours of registering, please contact the DPS HOTLINE at 800-462-2176, Option 5.

Once you’re logged in to ETA, click on Defense Personal Property System located on the left side of the green screen.

On the blue screen, read the information and click the link to verify your Branch of Service (BOS).’ The BOS window will pop-up, close the window by clicking the Red X in the right top corner.

Click the red box to ‘Acknowledge Service Specific Information.’ Please review provided links.
Click the red box on your right ‘To Begin Self Counseling,’ then click on the GREEN continue button.

Click ‘Customer Profile’ from the left navigation menu. Input your information. If you already have a shipment in the system and are not using the same orders, please click ‘Enter Order Information,’ to enter your new orders information. As you continue to each screen, the system will ask you a series of questions to properly build your profile and provide you with the correct entitlements and shipment briefings. These screens are important as they cover your authorized entitlements and how to prepare yourself for your move. When you get to the last page, click the ‘SUBMIT’ button.

- If you’re doing a Government Move, print your DD Form 1299 and DD Form 1797 and bring them to DMO located at Building 1102, Door 22 with a copy of YOUR ORDERS. You will be asked to sign and date the documents after verifying all the information on the forms. To speak with a DMO representative, please call 760-830-6119. (If requesting shipment of a motorcycle, please bring in the registration.)
- If you’re doing a Personally Procured Move (PPM) also known as DITY, complete your application in DPS, but schedule an appointment at 760-830-6119 for DMO to print your documents. Bring a copy of YOUR ORDERS to your appointment and be prepared to complete an inventory of the items being moved.

TIME Frames:
Government Moves: Please submit your application in DPS at a minimum of fifteen business days prior to your requested pack date. The office in San Diego will book your shipment and you will receive a confirmation email from DPS with the name and phone number of your Transportation Service Provider (TSP).

PPM/DITY: Please call for an appointment at a minimum of ten business days prior to your move date. Disbursing requires ten business days for an advance if you’re renting a vehicle.

NOTE: Software Requirements: Adobe Acrobat Reader.
** Other Browsers and Operating Systems have NOT been tested with DPS. DPS is not compatible with MAC computers/laptops. **