

“SMART WEB MOVE”

**NOW AVAILABLE 24-HOUR a DAY!
JUST LOG ON TO:**

www.smartwebmove.navsup.navy.mil

It's that easy! Go online and give us information particular to your shipment and the Personal Property staff, based on the information you provide, will arrange your move. The **“SMARTWEB MOVE”** is a user-friendly, web-based program that allows military members to set up their **PCS, Separation, Retirement, or Government Housing move** on-line, 24 hours a day, 7 days a week; from the comfort of their home, work or anywhere they have internet access. **“SMARTWEB MOVE”** will provide a report of entitlements and it will allow the member the opportunity to choose the pack and pick up dates. Setting up your move on-line will eliminate the need to visit the Personal Property Office for counseling and paperwork processing. Eligibility is based on the member's orders and type of move requested. For certain types of moves, like a **Personally Procured Move (PPM)**, also known as a **Do-It-Yourself (DITY)**, applicant may also log on to the website to request a move.

If you have questions or concerns while using “SMART WEB MOVE”, please call
1-877-962-3365 or
1-228-871-3000 x7412 and a counselor will provide assistance as needed.

Here are the steps for completing your “SMARTWEB MOVE” application:

- Go to the website www.smartwebmove.navsup.navy.mil
- Log in by clicking on “new user” if this is your first time.
- Complete the worksheet to establish information and to obtain a password.
- Walk through the entire application, page by page and submit all required information.
- **DO NOT USE THE BACK BUTTON ON THE TOOL BAR!**
- Remember to print yourself a copy of your application for your records.

To submit your application:

After you have printed a copy, scroll down to the bottom of the application, change the submit button from “NO” to **“YES”**, type in the word **“SUBMIT”** and **click the gray “COMPLETE APPLICATION”** button at the bottom of the screen.

Wait, you're not finished yet! Please fill out the short survey. Once you complete the survey, your shipment will be complete. It will say **“YOUR APPLICATION HAS BEEN SUBMITTED” in red** and then **“YOU'RE FINISHED” will be in blue**. Click the **“EXIT SMARTWEB MOVE”** button to exit the application.

Once the counselor has pulled the application in, they will generate an email informing you of the required documents and procedures.