

Updating Personal Information

The Customer's Guide to DPS

DEFENSE PERSONAL

PROPERTY PROGRAM



Updating Personal Information

To update your personal information (i.e.: contact phone/email and delivery data) you will need to log into the DPS system (“Logging into DPS” how-to guide).

Once you have logged into DPS, on the Home tab click the Shipment Management tab at the top of the page.

DPS - SANDBOX - 1.4.06.721 - Windows Internet Explorer

https://training.dps.mtrc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=18_sn=dNup1nG-c.T.NN.dbhzxt

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DPS - SANDBOX - 1.4.06.721

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act Applies Home Site Map Log Out

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Customer Surveys Claims

Show: Monday, August 15, 2011 5:44:40 PM

Welcome Student16 Yuma16, of Marine Corps.

The Defense Personal Property System (DPS), is an automated system developed to help simplify the move process. As the DoD Customer, you have 24-hour access to its many features such as online counseling, claims settlement, and shipment tracking. The descriptions below provide quick reference information to some of the features available to you in the DPS system.

For information on how to use DPS, select the Training Tab on the menu above.

Note: Before beginning, you must review additional information provided by your Branch of Service via the Information Link below. In the event your service updates this site after your first use, you will be required to view the information again before proceeding.

Please Click Here >>>> United States Marines Information

What you will need to Get Started

If you have hardcopy orders or a Letter-in-Lieu of orders and want to create a shipment, please click on the Self Counseling Tab at the top of the page. Please note that you will need the following information in order to complete the self-counseling application:

1. Your Contact information
2. Pick-up and Delivery information
3. Proof of Dependents (if applicable)
4. Power of Attorney (if person completing application is not the member)

Process to Complete your Shipments from Start to Finish

Step 1: Self Counseling

Step 2: Shipment Management

Step 3: Customer Satisfaction Surveys (CSS)

Step 4: Claims

To Begin Self Counseling Click Here

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Remember:

If you have forgot your DPS password, return to www.move.mil, and click on “Forgot Password?” at top of the screen.

Updating Personal Information

From the Shipment Management tab click [+] Main then click [+] Manage Shipments and then click on Shipment(s) and Status. Finally click on the blue link “view-edit”.

The screenshot shows the Defense Personal Property System (DPS) interface. The browser title is "DPS - SANDBOX - 1.4.06.721 - Windows Internet Explorer". The address bar shows the URL: "https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=kn344DDnvzY.TI1PBj.g.l". The page title is "Customer Shipments Main Page". The navigation menu includes: Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CSS], Customer Surveys, Claims, Training, and DPS User Satisfaction. The "Shipment Management" tab is selected. The left sidebar shows a tree view with "Main" expanded to "Manage Shipments", which includes "Shipment(s) And Status" and "Shipment Requests". A yellow arrow points to "Main" and a red arrow points to "View/Edit Shipment Info" in the table. The table has the following columns: Current Status, View/Edit Shipment Info, Excess Cost, Enter Delivery Request, Request Reweigh, Temporary Storage (SIT), Shipment Net Weight, BL Number, Orders Number, TSP, Shipment Pickup/Delivery, Shipment Type, and Actual Pickup Date. The table contains four rows of shipment data.

| Current Status | View/Edit Shipment Info | Excess Cost | Enter Delivery Request | Request Reweigh | Temporary Storage (SIT) | Shipment Net Weight | BL Number | Orders Number | TSP | Shipment Pickup/Delivery | Shipment Type | Actual Pickup Date |
|--------------------------------------------------|-----------------------------------------|-------------|------------------------|-----------------|-------------------------|---------------------|-------------|---------------|------|--------------------------------------------------------------|---------------|--------------------|
| Presurvey Done | View/Edit Shipment Info | | delivery request | request reweigh | | 0 | BGAC0000454 | yt-5646 | ATVN | US25 (VA) To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas) | dHHG | |
| Presurvey Done | View/Edit Shipment Info | | delivery request | request reweigh | | 0 | BGAC0000460 | yt-5646 | ATVN | US25 (VA) To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas) | dHHG | |
| Personally Procured Move (PPM) Awaiting Closeout | View Shipment Info View PPM Closeout | | delivery request | request reweigh | | 0 | | yt-5646 | | US25 (VA) To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas) | dHHG | |
| Personally Procured Move (PPM) Awaiting Closeout | View Shipment Info View PPM Closeout | | delivery request | request reweigh | | 0 | | yt-5646 | | US25 (VA) To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas) | dHHG | |

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- > Click: **[+] Main**
- > Then click: **[+] Manage Shipments**
- > Finally click: **Shipment(s) and Status**

Updating Personal Information

There are 2 locations to update your information from the View/Edit Shipment Information screen:

(1) Option 1 is located in the upper portion of the page. Click the link [“Edit Customer Contact”](#). You can change/update your contact phone number and email address.

(2) Option 2 is located about mid-way through the screen, under ‘*Location Information*’. To edit your Shipment’s Primary Delivery Address, click the link [“Edit Location”](#) directly beside the delivery address.

The top screenshot shows the 'View/Edit Shipment Information' screen. The 'Primary Information: Edit Customer Info' section includes fields for Customer Name, SSN, Service Branch, DL Number, Shipment Type, Shipment Market, Origin GBLOC, Destination GBLOC, Releasing Agent, and Receiving Agent. The 'Shipment Dates: Edit Dates' section includes fields for Requested Pack Date, Requested Pickup Date, Requested Latest Pickup Date, Requested Delivery Date, Planned Pack Date, Planned Pickup Date, Planned Latest Pickup Date, Planned Delivery Date, Actual Pack Date, Actual Pickup Date, Actual Delivery Date, and Scheduled Delivery Date.

The bottom screenshot shows the 'Location Information' section. It includes a table for 'Enter Extra Delivery' with columns for Edit, Location, Street, City, State, Zip, and Country. The table contains three rows of delivery addresses. A red circle and arrow labeled '2' points to the 'Edit Location' link next to the 'Shipment Primary Delivery Address' row.

Updating Personal Information

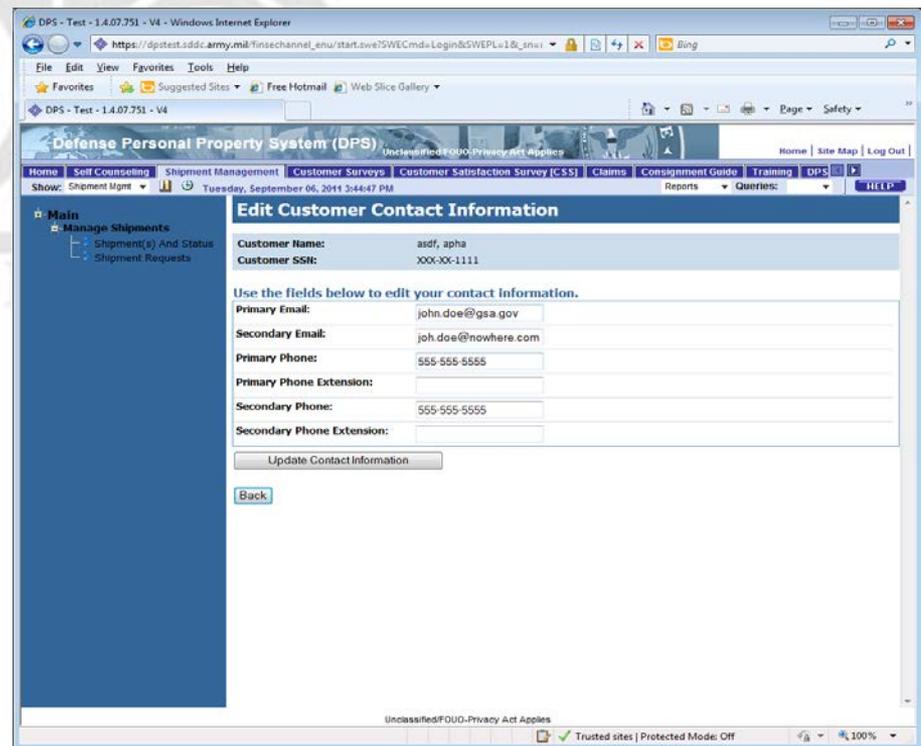
Option 1:

When you update your personal contact information, DPS will require a second contact number; this is a system error. If you **do not** have a second contact number, input the same number twice so DPS can save/update the data. Once you've updated your contact information, click the Update Contact Information button.

Your contact information can be changed at any time regardless of the shipment status.

This information is helpful for the Transportation Service Provider transporting your property, as well as the origin/destination TMO offices, to contact you with any updates to your personal property.

This also allows the Transportation Service Provider to better facilitate a direct delivery to your new residence.



The screenshot shows a web browser window displaying the Defense Personal Property System (DPS) interface. The page title is "Edit Customer Contact Information". The browser address bar shows the URL: https://dpstest.sddc.army.mil/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_tsw=1. The page header includes navigation links: Home, Self Counseling, Shipment Management, Customer Surveys, Customer Satisfaction Survey (CSST), Claims, Consignment Guide, Training, DPS, and Log Out. The main content area displays the following information:

| | |
|----------------|-------------|
| Customer Name: | asdf, apha |
| Customer SSN: | XXX-XX-1111 |

Use the fields below to edit your contact information.

| | |
|----------------------------|---------------------|
| Primary Email: | john.doe@gsa.gov |
| Secondary Email: | joh.doe@nowhere.com |
| Primary Phone: | 555-555-5555 |
| Primary Phone Extension: | |
| Secondary Phone: | 555-555-5555 |
| Secondary Phone Extension: | |

Update Contact Information

Back

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Updating Personal Information

Option 2:

When updating your delivery address, if you need to change the destination city, you will need to click on the yellow note pad (1).

Edit Shipment Location

To edit the country or state, click the "Edit Country/State" button below. In this case, you will select the new location state/country first, then enter the rest of the location information.

To change the current location, enter the street address and select the new city, then select the associated county and zip.

| | |
|----------------|-------|
| Location Type | PRDLV |
| Country | US |
| State | TX |
| Street Address | asbd |
| City | |
| County | BEXAR |
| Zip | 78201 |

Location Data Selection [1_3_03] - Microsoft Internet Explorer provided by USAF

<https://training.dps.mtmcc.gov/shipmentmanager/jspfaces/common/edit/LocationSelection.faces?formName=editlocation>

Location Data Selection

If you are unable to select a County or City, please contact the SDDC Help Desk at 1-800-462-2176 or DSN: 770-7332.

| | |
|-----------------|---------------|
| Country: | United States |
| Select a State: | ILLINOIS |
| | O FALLON |
| | SAINT CLAIR |
| | 62269 |

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A pop up, similar to this one, will allow you to update the destination city, county, and zip code. Once you have selected all the information, click on "GO".

Edit Shipment Location

To edit the country or state, click the "Edit Country/State" button below. In this case, you will select the new location state/country first, then enter the rest of the location information.

To change the current location, enter the street address and select the new city, then select the associated county and zip.

| | |
|----------------|-------------|
| Location Type | PRDLV |
| Country | US |
| State | TX |
| Street Address | asbd |
| City | SAN ANTONIO |
| County | BEXAR |
| Zip | 78201 |

Once all your information has been updated, click the 'Update Location' button (2).

Updating Personal Information

When you return to your View/Edit shipment page, your information should be updated. The Transportation Office/PPSO will receive your update request and process it.

Please note: your delivery address will not update until confirmed by the destination transportation office (PPSO).

View/Edit Shipment Information

Primary Information:
Edit Customer Info
Customer Name: asdf, apha
Customer SSN: XXX-XX-1111
Service Branch: A
BL Number: WFFL0000019
Shipment Type: HHG
Shipment Market: HHG
Origin GBLOC: WFFL
Destination GBLOC: HAFC
Releasing Agent:
Receiving Agent:

ISIP and Shipping Agent Info:
ISIP SCAC: AAAA
Origin Shipping Agent: a-1
Origin Shipping Agent Phone Number: 1111111111
Destination Shipping Agent: a-1
Destination Shipping Agent Phone Number: 1111111111

Customer Contact Information:
Edit Customer Contact
Primary Email: jose.dixon@us.army.mil Secondary Email:
Primary Phone: 5555555555 Secondary Phone:

Customer Voice Datacodes:

Shipment Dates:
Edit Dates
Requested Pack Date: 2011-09-06
Requested Pickup Date: 2011-09-06
Requested Latest Pickup Date:
Requested Delivery Date: 2011-10-10
Planned Pack Date: 2011-09-06
Planned Pickup Date: 2011-09-06
Planned Latest Pickup Date: 2011-09-06
Planned Delivery Date: 2011-10-10
Actual Pack Date: 2011-09-01
Actual Pickup Date: 2011-09-01
Actual Delivery Date:
Scheduled Delivery Date:
Required Delivery Date: 2011-11-09

Weights:
Edit Weights
Actual Gross Weight: 35000
Actual Net Weight: 13000
Actual Progear Weight: 0
Actual Spouse's Progear Weight: 0

If you need your shipment delivered to a different state/country than what is listed on your destination information, click on “Edit Location”, then click “Edit Country/State”. If your new destination is not listed on the **Select from Below** drop down, please contact your destination transportation office for assistance in scheduling your delivery.

Line of Accounting Information:

Department Indicator: 21 - United States Army
SDN:
ADN:
TAC:
SAC: CAH2
MDC: CAH2

Location Information:
Updates to pickup and delivery addresses in Shipment Management will not be reflected in the DoD Customer's profile.
Enter Extra Delivery

| Edit | Location | Street | City | State | Zip | Country |
|---------------|--------------------------------------|-----------|-------------|-------|-------|---------|
| | Shipment Primary Pickup Address | old house | RAMSTEIN | | | GM |
| Edit Location | Shipment Primary Delivery Address | asbd | SAN ANTONIO | TX | 78201 | US |
| | Shipment Authorized Pickup Address | old house | RAMSTEIN | | | GM |
| Edit Location | Shipment Authorized Delivery Address | asbd | SAN ANTONIO | TX | 78201 | US |

Shipment Containers:
To edit/update the shipment containers, click the edit containers button.
Container Number: Container Seal Number:

SIT Information:
To edit/update a SIT record, click the edit link corresponding to the item.

| SIT Type | SIT Control Number | SIT Facility Contractor | SIT Date In | SIT Date Out | SIT Conversion | Days Authorized | SIT Portions |
|----------|--------------------|-------------------------|-------------|--------------|----------------|-----------------|--------------|
|----------|--------------------|-------------------------|-------------|--------------|----------------|-----------------|--------------|