

# Checking Shipment Status

*The Customer's Guide to DPS*

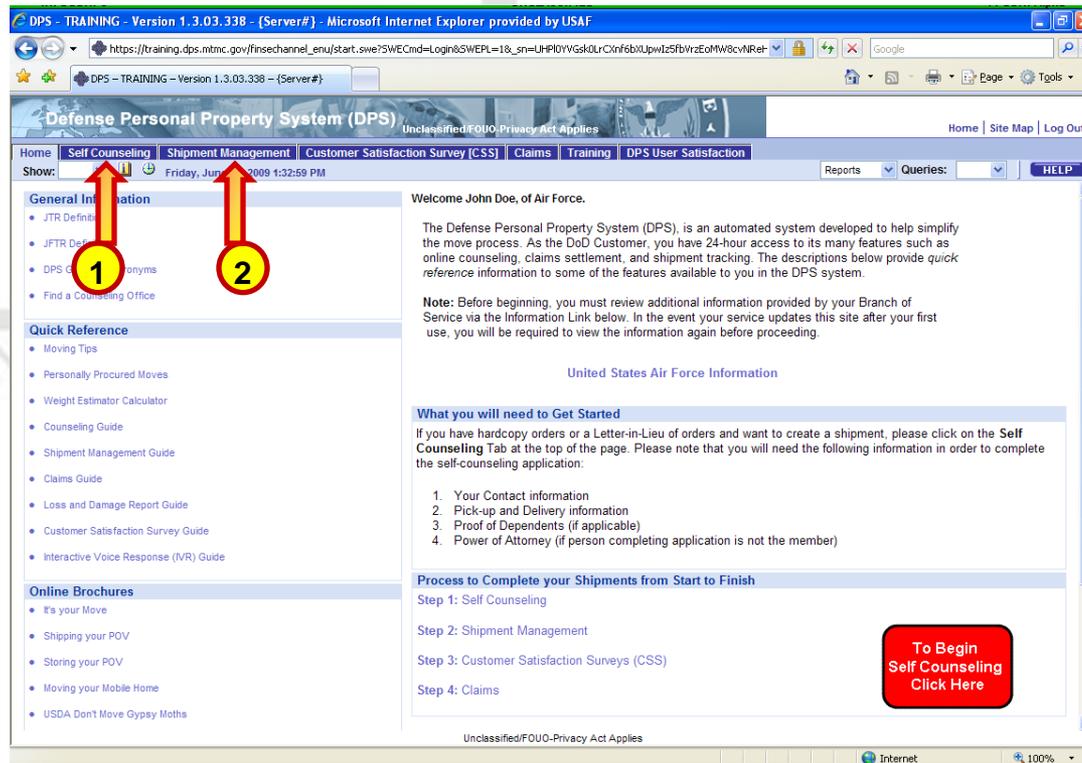
DEFENSE PERSONAL

PROPERTY PROGRAM

# Checking Shipment Status

When you log into DPS there are 2 ways you can check on your shipment status and information from the home tab.

The first method, is to click the “Self Counseling” tab (1), and the second method is to click the Shipment Management” tab (2).



# Checking Shipment Status

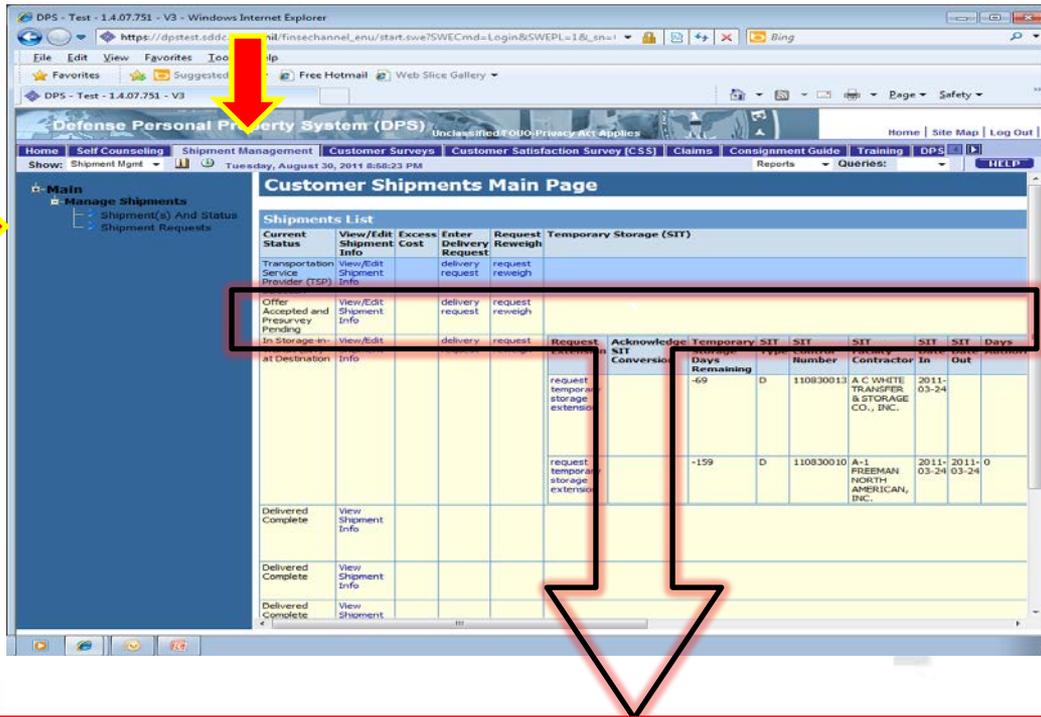
When you go through the self counseling tab to check your shipment status your view will be limited, but it will let you know the current status (1) for your shipment(s). This screen will also show you the assigned counselor for your submitted shipment, should you have any questions or need to submit any additional paperwork for processing. (2)

If you'd like more detailed information on your shipment, you can go to the Shipment Management tab (3) at the top of your page.

The screenshot displays the Defense Personal Property System (DPS) interface. The top navigation bar includes tabs for Home, Self Counseling, Shipment Management, Customer Satisfaction Survey [CS], Claims, Training, and DPS User Satisfaction. The 'Shipment Management' tab is highlighted with a red circle and arrow labeled '3'. Below the navigation bar, the 'Counseling Menu' is visible, with 'My Orders' selected. The main content area shows a 'Welcome to Counseling' message and a table of orders. The table has columns for Action, Shipment No, Shipment Type, Shipment Status, Desired Pickup Date, Actual Pickup Date, Actual Shipment Weight, and Assigned Counselor. A red circle and arrow labeled '1' points to the 'In Storage-in-Transit (SIT) at Destination' status, and another red circle and arrow labeled '2' points to the 'Assigned Counselor' 'Michael Garza'.

Action	Shipment No	Shipment Type	Shipment Status	Desired Pickup Date	Actual Pickup Date	Actual Shipment Weight	Assigned Counselor
	1	Household Goods HHG	In Storage-in-Transit (SIT) at Destination	Jul 17, 2009	Jun 25, 2009	7981	Michael Garza

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From the 'Shipment Management' tab, on the left side of the page, click to expand 'Manage Shipments', then click 'Shipment(s) and Status'.

This screen will reveal the Shipments List [pictured below]; which will show your shipment(s) status, net weight, number of storage days authorized/remaining, and all other information pertaining to your shipment(s).

## Shipments List

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)										Shipment Net Weight	BL Number	Orders Number	TSP	S	P
In Storage- in-Transit (SIT) at Destination	View/Edit Shipment Info		delivery request	request reweigh	Request Extension	Acknowledge SIT Conversion	Temporary Storage Days Remaining	SIT Type	SIT Control Number	SIT Facility Contractor	SIT Date In	SIT Date Out	Days Authorized	SIT Portions	13000	WFFL0000019	test06	AAAA	G	
					request temporary storage extension		89	D	112440006	A & A MOVING & STORAGE, INC.	2011- 09-01		90							
Delivered Complete	View Shipment Info																			
Delivered Complete	View Shipment Info																			
Delivered Complete	View Shipment Info																			