

Requesting Delivery

The Customer's Guide to DPS

DEFENSE PERSONAL

PROPERTY PROGRAM

Requesting Delivery

To request a delivery of your personal property, log into the DPS system, then click the Shipment Management tab at the top of the page.

DPS - TRAINING - Version 1.3.03.338 - [Server#] - Microsoft Internet Explorer provided by USAF

https://training.dps.mtmc.gov/finsechannel_enu/start.swe?SWECmd=Login&SWEPL=1&_sn=UHFDYDgsk0LrCnF6bXUpwIz5FbVrzEoMW8cvWRe+

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Show: Friday, June 26, 2009 1:32:59 PM Reports Queries: HELP

Welcome John Doe, of Air Force.

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.

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.

[United States Air Force 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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Requesting Delivery

Defense Personal Property System (DPS) Customer Shipments Main Page

Current Status	View/Edit Shipment Info	Excess Shipment Cost	Enter Delivery Request	Request Reweigh	Temporary Storage (SIT)
In Storage-In-Transit (SIT) at Destination	View/Edit Shipment Info		delivery request	request reweigh	Request Extension: request temporary storage extension, Acknowledge SIT Conversion, Temporary Storage Days Remaining: 84, SIT Type: D, SIT Control Number: 112440006, SIT Facility Contractor: A & A MOVING STORAGE, INC.
Delivered Complete	View/Edit Shipment Info				
Delivered Complete	View/Edit Shipment Info				Request Extension, Acknowledge SIT Conversion, Temporary Storage Days Remaining: 84, SIT Type: D, SIT Control Number: 112440008, SIT Facility Contractor: A C WHITE TRANSFER & STORAGE CO., INC., SIT Date In: 2011-09-01, SIT Date Out: 2011-09-01, Days Authorized
		-76			SIT Type: D, SIT Control Number: 110830013, SIT Facility Contractor: A C WHITE TRANSFER & STORAGE CO., INC., SIT Date In: 2011-03-24, SIT Date Out: 2011-09-01, Days Authorized: 90
		-166			SIT Type: D, SIT Control Number: 110830010, SIT Facility Contractor: A-1 FREEMAN NORTH AMERICAN, INC., SIT Date In: 2011-03-24, SIT Date Out: 2011-03-24, Days Authorized: 0

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

You will need to confirm your delivery address and contact number(s) before making your request to ensure the contact you to confirm delivery. Click on “View/Edit Shipment Info” (1) to make any required changes (see the Updating Personal Information How-to Guide for details).

Before requesting delivery, the Current Status column should be Arrived or Storage-In-Transit SIT (at either destination or origin). If the property is still in-transit (or hasn't been picked-up yet) the View/Edit Shipment Info may not be able to confirm delivery.

To make a delivery request go to your 'Customer Shipments Main Page' from the Shipment Management tab, then click on the blue link “[delivery request](#)” (2) for the shipment you want delivered.

Requesting Delivery

On the Delivery Request screen you will see the current delivery address (PRIDLV) and your new address (REQDLV) along with spaces provided for your request. This spaces are:

Location Type	Street	City	State	County	Zip	Country
PRIPCK		RAMSTEIN				GM
PRIDLV	asbd	SAN ANTONIO	TX	BEXAR	78201	US
ATHPCK	old house	RAMSTEIN				GM
ATHDLV	asbd	SAN ANTONIO	TX	BEXAR	78201	US

First Requested Delivery Date (yyyy-mm-dd):

Second Requested Delivery Date (yyyy-mm-dd):

Special Instructions:

Inventory Items Requested (Space Separated List of Item Numbers):

1. Your First Requested Delivery Date (primary date).
2. Second Requested Delivery Date (alternate date).
3. Any special instructions* about your delivery or residence the Vía •] [i caá } Á^! çã^ Á! [çã^! should be aware of in advance.
4. For partial delivery**, you will need to provide the specific inventory numbers for the Vía •]

*Special Instruction examples are: Narrow /Curvy Driveway, Elevator (small or freight available), limited parking or street parking only, and similar reasons that may affect the movers and their equipment.

Partial deliveries items are item numbers directly from the inventory, and **not specific items in a box, the entire box/item number will be delivered. Not all DOD Customers are authorized **ONE** partial delivery with a government move of personal property. Please contact your local PPSO for additional information.

Requesting Delivery

At any time, you can go to your 'Shipment Requests' screen (also under **Manage Shipments**) to monitor any/all of request(s) you've made. This screen *will not* show if the request has been accomplished, however, you will be able to provide dates the request(s) were made and the type of request(s) being made.

Defense Personal Property System (DPS)

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Show: Shipment Mgmt | Friday, July 10, 2009 12:27:40 PM | Reports | Queries: | HELP

Main

Manage Shipments

Shipment Requests

Monitor Shipment Requests

Request	Request Date	Additional Comment/Instructions	SIT Extension Reason	First Requested Delivery Date	Second Requested Delivery Date	Requested Delivery Items	View/Edit Shipment	BL Number
Reweigh	2009-07-10						<input type="checkbox"/>	AGFM0000184
Customer Contact Information Updated	2009-07-01						<input type="checkbox"/>	AGFM0000184
Customer Contact Information Updated	2009-07-01						<input type="checkbox"/>	AGFM0000184
Location Change Request	2009-07-01						<input type="checkbox"/>	AGFM0000184

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