DPS

Defense Personal Property System

Joint Program Management Office
Household Goods Systems

"Smart Book"

26 March 2012

Foreword

This Defense Personal Property System (DPS) Smart Book is for use by Department of Defense (DOD) Transportation Offices, United States Coast Guard Transportation Offices, and Transportation Service Providers (TSPs). It is specifically targeted to assist Personal Property Processing (PPPOs) and Personal Property Shipping Offices (PPSOs) and TSPs in operating successfully in DPS.

Suggestions for improvements should be emailed to ustc-jpmo-hhgs@ustranscom.mil

This Smart Book is effective from 26 March 2012 until superseded.

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What's New...

What's New Items. Version 27, Smart Book

- **Maintenance Release (MR) 1.4.09** was placed into Production on 16 March 2012. See page 25 for a list of System Change Requests (SCRs) and System Problem Reports (SPRs) fixes included in the release. Beginning on page 26 is an explanation of each one with screenshots when applicable.

- **SIT Converted to Member Expense and Diversions.** Please contact the SDDC Operations Team directly or through the SDDC Personal Property Operations Team Organizational box at: usarmy.scott.sddc.mbx.omb-for-pp-ops@mail.mil.

- **Code T Airlift of HHGs.** Interim guidance on page 19.

- **All Volume Moves.** All Volume Move requests must be entered into DPS.

- **Screen Freezes in Self-Counseling and Counseling.** Change the browser magnification to 150% (bottom right corner of the browser window) . The other option is to leave the browser magnification at 100%, but have the screen at a non-expanded view.

- **Reminder: TSPs.** Digital Certificates are required for TSPs to log into DPS. Foreign Nationals can be placed on an exempt list until the proofing process is completed. To be added to this list, send Judy Fowler, judy.fowler2@us.army.mil, an email with userid, name, country of citizenship, location, and application. See page 20 for additional information (step-by-step instructions on how to obtain the digital certificate).

- **DoD Customer Login ID for DPS.** Only Coast Guard personnel should use their EIN to log into DPS. All other members of the Uniformed Services should continue to use their SSN to access DPS.

When to Use DPS

1. **Purpose:** To provide guidance on when to use DPS to book shipments.

2. **DPS Will Be Used for:**

- Normal Permanent Change of Station (PCS) move:
  -- CONUS customer desires to make a normal DTGBL or ITGBL move
  -- OCONUS customer desires to make a normal ITGBL move

- When the customer is represented by a Letter of Authorization or Power of Attorney holder, IAW Branch of Service guidance

- CONUS Intrastate and Interstate Shipments

- Short Fuse shipments

- TDY in conjunction with ship renovation

- Personally Procured Move (PPM) shipments

- BLUEBARK shipments

- Evacuation Orders

- AAFES and Corps of Engineers shipments

- Dependent Student Travel and Baggage Storage (Summer Storage) shipments

- New volume move requests

- DPM, NTS, and Local Move shipments should be entered (counseled) in DPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS (see page 16 for additional information on the transfer from DPS to TOPS).

- Potential Excess Cost shipments. Counselor should use the Interim Excess Cost button during counseling to identify all shipments that might incur Excess Costs.

- Joint or Combined Spouse eligible Moves. Currently DPS is not programmed to accept or process Joint or Combined Spouse Moves. This specific functionality will be available in a future Maintenance Release. Current workaround is to create the shipment application under the Senior Member's orders and add the Joint Spouse Member's information under "Additional Information" in DPS. Specific guidance can be found on page 24, "The DPS Joint/Combined Spouse Move Counseling Process".

- Non-Appropriated Fund shipments (see page 18)

When to Use TOPS via DPS

1. **Purpose:** To provide guidance on when to use TOPS to book shipments.

2. **TOPS Will Be Used for:**

   - In accordance with (IAW) Branch of Service specific guidance

   - One Time Only (OTO) shipments, to include Boat One Time Only (BOTO) shipments, and Mobile Home One Time Only (MOTO) shipments

   - Special Solicitations

   - Domestic Alaska shipments with destination city locations in Alaska's OTO areas as described in the PPCIG guide for JPPSO Anchorage, Special Instructions

   - DPM, NTS, and Local Move shipments should be entered (counseled) in DPS but processed in TOPS. Once the customer's data has been entered into DPS it will be transferred into TOPS and processed in TOPS.

   - Non-temporary storage (NTS) shipment releases from the east coast contract facilities Guardian Moving and Storage, Baltimore MD (AOAH) or Hampton VA (BOAH) and the west coast contract facility Metropolitan Van Lines, Benicia CA (LFAH). These NTS releases should be processed in VTOPS and the shipment documents/paperwork mailed or faxed to the NTS facility as outlined in the consignment guide.

DPS Points of Contact

1. Joint Program Management Office, Household Goods Systems (JPMO HHGS)
   507 Ward Drive, Bldg 1990
   Scott Air Force Base, Illinois 62225

2. DPS Help Desk,
   Numbers: (800) 462-2176; 618-220-SDDC; DSN 770-7332; Email: sddc.safb.dpshd@us.army.mil

3. ETA Administration
   User ID and Password Issues Email: sddc.safb.etaadminhd@us.army.mil

4. SDDC Business Rule policy questions should be addressed with the appropriate SDDC representative

   a. Domestic Rates - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
   b. International Rates - 618-220-5408/5774/5778, sddc.safb.ppintlrate@us.army.mil
   c. One-Time-Only (OTO):
      Domestic - 618-220-5256/5454/5778, sddc.safb.ppratesdom@us.army.mil
      International - 618-220-5457/5481, sddc.safb.rates@us.army.mil
   d. DPS Rate Filing Questions: sddc.safb.dpsratefil@us.army.mil
   e. Non Temporary Storage/Direct Procurement Method - 618-220-5439/5153, sddc.safb.ppty@us.army.mil
   f. Privately Owned Vehicles (POV) - 618-220-5440, sddc.safb.ppty@us.army.mil
   g. Operations - 618-220-5484, sddc.safb.ppops@us.army.mil
   h. Quality Assurance - 618-220-5483, sddc.safb.ppperf@us.army.mil
   i. TSP Qualifications - 618-220-5407, sddc.safb.ppqual@us.army.mil
   j. Personal Property Consignment Instruction Guide: sddc.safb.ppcig@us.army.mil
   k. Claims: sddc.safb.claims@us.army.mil

5. DPS automatic email responses to DPS users:

   Tspquals-admin@dpsmail.csd.disa.mil

   Claims-admin@ dpsmail.csd.disa.mil

   css-admin@dpsmail.csd.disa.mil

   TSPQuals@dpsmail.csd.disa.mil

   ppcig@dpsmail.csd.disa.mil

   rates@dpsmail.csd.disa.mil

   dpsadmin@dpsmail.csd.disa.mil

   shipmentmanager@dpsmail.csd.disa.mil

   approvals@dpsmail.csd.disa.mil

   no_reply@dpsmail.csd.disa.mil

   tracking@dpsmail.csd.disa.mil

6. US Bank Invoicing/Payment: Toll Free 866-561-6930, Email: customer.support@syncada.com

7. To keep up-to-date with DPS go to www.move.mil.

PPSO FAQs

Purpose: To provide useful information to DPS Users. The source of the information in PPSO FAQs is the DPS Help Desk Tier 1.

Question 1: When counseling a member, why do I receive "GBLOC for selected destination and delivery date is not found," (or GBLOC for selected origin and pick-up date is not found)?
Answer 1: Please check the Consignment Guide (PPCIG) to ensure that the city selected is in the geographic area (inbound and/or outbound) for that specific GBLOC. If the city is there, ensure that the expiration date has not been reached.

Question 2: How do I change the code of service on a shipment that has already been routed?
Answer 2: The code of service for shipment that has already been routed cannot be changed. If the shipment has not been packed, cancel shipment and re-award. If shipment has been packed, submit a Service Request to DPS Help Desk Tier 1, sddc.safb.dpshd@us.army.mil, for a data fix.

Question 3: How do I cancel a shipment that has been routed but has not been awarded to a TSP?
Answer 3: You must have an "Outbound Supervisor" or "Outbound" role to perform this function. Select cancellations/terminations in the Shipment Management module, then enter the GBL number, and click on the cancel shipment link. The shipment can only be cancelled prior to the in-transit status.

Question 4: What should be done if the Line Of Accounting (LOA) information for a civilian cannot be found on the orders?
Answer 4: The DoD civilian Customer will need to contact the Personnel Office that processed their orders.

Question 5: How do I rescind a Letter of Warning (LOW) that was issued in error?
Answer 5: This is now an Edit capability available to the PPSO Quality Assurance, SDDC QA, SDDC Master and SDDC Operations user roles. These users will be able to rescind both a LOW and suspension under QA Management without requiring a data fix by DPS Tier 3.

Question 6: How do I make a QA Inspection update to shipment?
Answer 6: Updates can be performed in the View/Edit screen and the DD Form 1780 can be re-printed with the updated information.

Question 7: What if the TSP servicing the diverted shipment does not have rates on file to the new destination?
Answer 7: The Diversion functionality in DPS is not like the legacy program. We ask that all PPSOs who have a diversion, contact the Operations Team USARMY.scott.SDDC.mbx.omb-for-pp-ops@mail.mil for guidance BEFORE taking any actions in DPS. Depending on the situation/location of the shipment, we will walk you through the steps to divert the shipment and reduce movement delays.

Question 8: How do I make changes to the Consignment guide?
Answer 8: Only PPCIG Managers and PPSO Outbound Supervisors should make changes or update the PPCIG for their PPSO. Note: Currently DPS allows Inbound users to update the PPCIG, however, Inbound users should not make changes to the PPCIG; that functionality will be removed in a future release.

- Log into DPS and select the Consignment Guide.
    - Click the PPSO/PPPO Info tab, then the Counseling Office sub tab, which will allow you to edit and delete existing Counseling Office Information, as well as add new Counseling Office Information.
    - To edit existing Counseling Office Information, Click the Edit icon to the right of the Counseling Office Name. To delete Counseling Office Information click the Delete icon.
    - To add new Counseling Office Information, enter the Counseling Office Name in the field at the bottom of the screen and click the Add icon (the Edit Counseling Office Information page appears). Next, enter data into the General Info fields, click sign, and click the Submit button.
    - To edit contact information for the counseling office, click the Edit button to the right of the contact information that you want to update (emails, phones, or faxes). The Edit Counseling Office Email, Phone, and Fax Information page appears.

End of PPSO FAQs

DPS "Helpful Hints" for Known Problems

The DPS Helpful Hints are provided to facilitate the use of DPS by PPPOs/PPSOs and TSPs until full DPS functionality is achieved.

Customer Service

PPPOs should advise outbound customers of the 24 hour/7 day a week Interactive Voice Response (IVR) system available for them to check on the status of their personal property shipments. In order to access the IVR, customers can call 1-800-326-2137. Upon calling into IVR, the customer will be prompted to set a pin number before they can access the information on their shipment. Customers can update the pin in their DPS account at any time in the future.

Dependent Student Travel and Dependent Student Baggage Storage (Student Travel and Summer Storage)

1. DPS must be used for Student Travel shipments to and from the school.
2. DPS must be used for Student Summer Storage shipments into and out of Summer Storage.
3. The Sponsor's name and Sponsor's Social Security Number will be used to book and identify the shipment. The Student's name should be listed with the annotation "Dependent Student" in the DD Form 1299 Remarks block.
4. The Student's name will also be listed as the Releasing Agent at both Origin and Destination.

Department of State (DOS) Shipments

As a result of an Inter-Agency Cooperation Initiative between the Department of Defense (DOD), the U.S. Coast Guard (USCG), and the Department of State (DOS), 15 diplomatic missions were selected to participate in a Pilot Test Program to allow the DOS to manage selected personal property shipments to and from these locations. DoD members assigned official duties at these diplomatic missions and classified as permanent personnel or temporary duty personnel in excess of 90 days, are authorized shipment of household goods/TDY weight allowance using DOS transportation services. These locations are:

1. Bogota, Columbia - ZFDK
2. Caracas, Venezuela - ZKDK
3. Santo Domingo, Dominican Republic - OLDK
4. Kigali, Rwanda - TRDZ
5. Abuja, Nigeria - TJDL
6. Pretoria, South Africa - TQDK
7. Tel Aviv, Israel - SHDK
8. Tashkent, Uzbekistan - SUDZ
9. Amman, Jordan - SQDK
10. Moscow, Russia - STDK
11. Kyiv, Ukraine - VTDK
12. Vienna, Austria - VHDK
13. Jakarta, Indonesia - CDK
14. Beijing, China - QBDK
15. New Delhi, India – SBDK

This pilot test program started on 1 April 2010. Any DOD member receiving orders to/from the 15 test locations after 1 April 2010, and meeting the requirements identified above, shall participate in the pilot test program. Please ensure the instructions provided in the PPCIG Country Instructions and GBLOC Special Instructions are utilized to coordinate these shipments. All questions regarding this Customer Advisory can be directed to:

U.S. Department of State, Transportation and Travel Management Division Phone: 1-800-424-2947 or 202-663-0891/0892. Fax: (202) 663-3209 Email: DODPP@state.gov <mailto:DODPP@state.gov>

Excess Costs, Interim Fix

In January 2010 an Interim Excess Costs button was added to the DPS Counseling Module to identify and segregate potential Excess Costs shipments for detailed review IAW individual Service Headquarters guidance. The button causes all DPS shipments, under the identified PCS or TDY orders, to be listed in an Excess Costs queue for individual manual scrutiny by the PPSO and Service Headquarters. All potential Excess Costs shipments may now be entered into DPS. A complete DPS Excess Costs redesign is currently under way between the Service Headquarters, USTRANSCOM J5/4, SDDC, and JPMO.

Government Bill of Lading (GBL)

TSPs should not print the Bill of Lading (BL) or Government Bill of Lading (GBL) until the day of the pickup date (or as close to it as possible) to reduce the requests to the supporting PPSO for Correction Notice date changes after the BL or GBL has been printed.

Mis-consigned DPS Shipments in CONUS

If a shipment is mis-consigned within CONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can be moved to the final (and correct) destination. First, the shipment should be placed into SIT. Once the correct Destination and Delivery Address is known the PPSO should determine if the TSP handling the shipment has Rates on file to that correct Destination. If the TSP has rates on file to the new destination, the PPSO Inbound can update the delivery address in DPS. NOTE: To prevent an invoicing problem, if the updated location belongs to a new GBLOC, do NOT update DPS with the new delivery address until after the TSP has billed for the SIT charges. PPSO should request TSP invoice for SIT charges quickly. Shipment can still be released for onward movement to the new destination by completing a manual Correction Notice. Once the TSP has invoiced for the SIT charges, DPS will need to be updated immediately to allow visibility of the shipment at the new destination. If the TSP does not have Rates on file to the correct Destination, then the GBL must be terminated at the original Destination to allow the original TSP to be paid for the move to that location and the shipment must be rebooked in DPS to the correct Destination. The mis-consigned shipment process is currently under review by SDDC.

Mis-consigned DPS Shipments in OCONUS

If a shipment is mis-consigned OCONUS through PPPO/PPSO error and it arrives at the incorrect but government directed destination, it can eventually be moved to the final (and correct) destination and the TSP can be paid for the move. To correct this situation the PPSO must update the delivery address in DPS and then contact the DPS Help Desk Tier 1 and open a Service Request (SR) to have the Destination GBLOC changed in DPS. The shipment should be placed into SIT until the Destination GBLOC is corrected. The mis-consigned shipment process is currently under review by SDDC.

Outbound Hints

1. Self-Counseling / Outbound Counseling – NTS Authorized Delivery Address
DPS requires a delivery address be entered for NTS shipments
Workaround: It is recommended the DoD Customer/counselor enter the intransit address. This address does not print on the DD Form 1299. Currently Block 10 on the DD Form 1299 is blank. Effective with the 1.4.08 maintenance release, the word "NTS" will appear in block 10 of the DD Form 1299 (see page 48).

2. To quickly locate a shipment in DPS:
Go to Shipment Management, Scroll to the bottom of the screen and change the view to "50 shipments." Use the shortcut Ctrl key + F (or menu Edit->Find) to locate a record instead of scrolling down or sorting (cursor must be at top of page). Go to the next screen (next 50 records) and repeat if not found.

3. Outbound Counseling – "Next" button:
Always use the "Next" button located at the bottom of each screen to move forward in DPS. DO NOT hit the "Enter" button on your computer keyboard. This will delete all your data and to continue with the shipment in DPS you will have to reenter the data.

4. Outbound Counseling – Customer Name input, Middle Initial:
When typing in a customer's name DO NOT put a period after the middle initial. If you do, the screen will refresh but will not move forward. It will NOT inform you why.

5. Outbound Counseling – Civilian Unaccompanied Baggage shipments:

- Interim Solution One.
  - When entering a civilian's shipment on the Rank & Hard Copy Orders page there is a question that asks; "If your orders specify a specific weight allowance, enter it here:"
    - If the customer has a "Restricted Weight" entitlement, the DPS clerk should enter the restricted weight amount in the block provided and ensure that the Unaccompanied Baggage shipment information is entered first.
    - If the civilian is entitled to ship 18,000 pounds the DPS clerk should leave the weight field blank and continue with the counseling input.

- Interim Solution Two.
  - If the DPS clerk receives an "Excess Costs" note when entering the civilian's UB shipment, the DPS clerk should reenter the civilian's personal data as if he was a new customer and add a period (.) to the end of the orders number. DPS should recognize this as a different orders number and process the UB shipment without Excess Costs. It should also process correctly through **PowerTrack** for invoicing and payment.

6. Outbound APOE/APOD Selection - Unaccompanied Baggage Code J and Household Goods Code T shipments: DPS displays all APOE/APODs worldwide on a drop down menu in the Award screen. To determine the correct APOE/APOD, consult the Defense Personal Property Program International Tender, Chapter 14 - Aerial and Surface Ports. The International Tender can be located on the SDDC website, http://www.sddc.army.mil/PP/default.aspx.

Personally Procured Moves (PPM) 1 Mile Issue

1 Mile PPM Reminder for PPPOs: Be aware while creating or validating a PPM shipment, if the mileage calculates as "1 mile," DO NOT submit the shipment. You should go back to the Pickup and Delivery page and reselect the delivery address at 15 minute intervals. There will be times when DTOD is down so DPS will be unable to retrieve the mileage. If after a few attempts the mileage still calculates as "1 mile" you should contact the DPS Help Desk and create a Service Request.

PPM Module "Trigger Questions".

The below listed "rules of thumb" provide the correct responses for both Incentive Based and the two types of Actual Cost Reimbursement PPMs "Trigger Questions."

- For **Incentive Based (IB)** PPMs:

The question, "Is Government Transportation Available," must be answered, "**Yes**."
The question, "Is a Commercial Company being used," must be answered, "**No.**"

- For **Actual Cost Reimbursement (ACR)** not to exceed GCC:

The question "Is Government Transportation Available," must be answered, "**Yes**.
The question, "Is a Commercial Company being used," must be answered, "**Yes.**"

- For **Actual Cost Reimbursement (ACR):**

The question "Is Government Transportation Available," must be answered, "**No**."
The question, "Is a Commercial Company being used," can be answered, "**Yes** or **No.**" *

* The PPPOs/PPSOs processing an Actual Cost Reimbursement PPM should understand that even though the customer might be procuring a commercial company to move their PPM that does not necessarily mean that the question is answered "Yes."

PPM Common Questions and Answers

1. If a customer decides to go to an "other than an authorized destination," how will that calculate the Excess Cost in DPS?
Response – DPS currently does not calculate Excess Costs to "other than authorized destinations."

2. How do counselors enter the "other than authorized destination" information?
Response – The counselor will enter the requested destination and the customer's authorized destination.

3. If the customer has a Household Goods shipment and then does a PPM do we combine the weights to get the adjusted rate so that the customer doesn't get overpaid like we currently do in TOPS?
Response – No. When entering the weights in the PPM Closeout you will ONLY enter the weight of the PPM and not the HHGS. Do not combine weights in DPS for PPMs.

4. Line of accounting (LOA) for HHGs is an MDC or TAC for Army but an Army counselor stated they must use the Shipment Accounting Classification (SAC) for PPM and they cannot change the LOA for the PPM move using the same orders.
Response – The MDC can be used for the PPM unless it's local funding for a local PPM. In DPS the MDC and TAC converts using the TGET to the long LOA in the invoicing module.

5. If the customer says "Yes" to an advance then decided not to take it how will they be paid correctly?
Response – Regardless if the customer actually takes the AoA or not the calculations will be the same. If the customer is allowed and states they will take 60% = $300.64 (example) and they decided not to use it to assist with the move it still calculates for the Government Constructive Cost so the payment will be the same. Effective 30 Sep 2011 with the 1.4.07 upgrade, the PPSO Inbound User can edit the Advanced Operating Allowance (AOA) during closeout.

6. At the PPM Closeout stage does the customer has to sign the Form 2278 after all of the correct costing information has been done during the PPM Closeout and they have already signed the draft copy from counseling?
Responses by Service:

- **US Army.** The Army DFAS Rome does not need the DD Form 2278 signed after the PPM Closeout.
- **US Air Force.** The Air Force payment center Ellsworth, SD needs the DD Form 2278 signed after PPM Closeout and also the TO certification signed block 12 a.
- **US Coast Guard.** The Coast Guard needs the DD Form 2278 signed after the PPM Closeout they require an SF1038 if applicable, a signed 1351-2, PCS Orders, receipts for allowable expensed and weight tickets that need to be mailed to the CG Finance Center for Closeout. (Only CG Finance Centers will close out a PPM for Coast Guard members)
- **US Marine Corps.** The Marines require a signed DD Form 2278 signed after the PPM Closeout
- **US Navy.** IAW HQs, Department of the Navy guidance.

7. If the customer owes money can you print the Form 2278 with the amount the customer owes so they can take it to finance to pay? If the customer owes money what paperwork does he take to finance to pay?
Response – This is a service specific question, however, DPS will currently not allow the user to close out the PPM without entering a payment voucher number first. The local Finance Office/DFAS is unable to process the indebtedness without the final close out paperwork from DPS. The PPPO/PPSO will enter the following information to generate the final documentation for finance:

1. **Payment/Voucher Date:** Enter the current date
2. **Payment/Voucher Number:** Enter the member's order number
3. **Payment Amount:** Enter the Remaining Balance Owed by Customer

A future release will eliminate the voucher collection functionality.

8. How can I be sure the Government Constructive Cost (GCC) is calculated correctly?
Response – DPS is programmed with algorithms to accurately prepare costs using the BVS TSP methodology and the underlying structure of the 400NG.

9. National Guard Line of Accounting (LOA) only works sometimes, what should I do when it doesn't work?
Response – If you are entering a LOA and it doesn't work, first click on the "Over ride" TGET button. If that also doesn't work you should take a screen shot of the problem and write up a detailed explanation of what actions you have taken and exactly what DPS is doing (why it's not working). Then contact the DPS Help Desk and create a Help Desk Ticket so that the issue can be addressed and corrected.

10. If a counselor is creating a Local PPM for the customer where does he find the Local Move Rate and can the customer enter it?
Response – Each PPSO/PPPO has access to their Local Move rate. The Local Move Rate entry is the responsibility of the PPSO/PPPO and the customer does not see that screen.

PPM Shipments to Canadian Destinations

PPMs to Canadian destinations are Special Solicitations and are not entered into DPS. DPS cannot currently support PPMs to Canada. There is no workaround for this.

PPM Shipments With a Temporary Duty (TDY) Assignment En Route

With a PPM TDY en route select PCS orders and create the TDY portion first. DPS will only list the TDY wt entitlement, i.e. you enter the TDY information and then enter the PCS information.
Workaround: First, create the PPM TDY en route in DPS selecting PCS orders. When the PPM TDY shipment is submitted then create a "new" shipment for the Non-PPM HHG PCS move. To be successful you must manipulate the PCS Orders Number in DPS by adding a period to the original Orders Number. This will then cause DPS to allow both the PPM TDY and the PCS HHG shipments.

PPM Closeout

When a PPM TDY is entered into DPS the destination GBLOC is where the PPM Closeout will appear in the Inbound user's queue. Any Inbound user role regardless of their GBLOC can close out a PPM by searching for the customer and clicking on the PPM Closeout at the bottom of the view/edit screen.

PPPO Counselor Role

DPS does not provide the PPPO Counselor with visibility on a shipment once the shipment has been submitted to the PPSO for Route and Award. The Inbound user role does provide visibility. PPPO counselors can request outbound and inbound user roles subject to PPSO approval IAW their Service HQs guidance.

Quality Assurance (QA) (sub-menu of the Shipment Management module)

1. Shipments will appear in the Origin Inspections queue when the Transportation Service Provider (TSP) accepts the shipment and status changes to "Offer Accepted and Presurvey Pending". Shipments will disappear from the "Origin Inspections" queue after they have been entered as "Arrived" in DPS by the TSP or inbound PPSO.

2. Shipments appear in the Destination Inspections queue as soon as the TSP enters the pickup information into DPS and the shipment status changes to "Intransit". QA Inspectors must use the PPSO Inbound queue and check the "Scheduled Delivery Date" column to plan and schedule their destination inspections.

3. Shipment Inspections. PPSO Quality Assurance (QA) personnel must be careful when entering data into the Remarks section of the Shipment Inspection screen. They should not enter favorable information (i.e., member happy with pack out). Entry of any data into the Remarks section can potentially generate a Letter of Warning (LOW). QAs should only enter Tender of Service violations in the Remarks Section of the Shipment Inspection screen.

Short Fuse Shipments:

- In DPS when a shipment is offered as a Short Fuse (5 Business Days or less) the offer goes out to all TSPs along with a DPS generated email. When short fuse shipments are offered that day counts as the 1st day. TSPs that have entered blackout dates during this period receive shipment notifications as well.
- If no TSP accepts the short fuse offer within 24 hours, the offer times out and the shipment returns to the standard offer queue. However, it is still a Short Fuse shipment and should be treated expeditiously.
- It reverts to the standard offer queue to allow the PPSO to contact TSPs manually to identify a TSP willing to accept the Short Fuse shipment and award the shipment to that TSP.
- The reason it returns to the standard shipment award queue is so the PPSO will be able to award it to an individual TSP.
- The PPSO should not automatically award the next TSP the shipment. The PPSO should examine each shipment to ensure the shipment is not a Short Fuse shipment. If it is a Short Fuse shipment the PPSO should manually contact (via phone, email, or FAX) individual TSPs to locate one that is willing to accept the Short Fuse shipment and only then award the shipment. The DPS business rules state: "The PPSO must take action to ensure the member/employee's shipment is serviced (e.g., contact a TSP willing to accept the shipment and subsequently award that TSP the shipment in DPS, contact the member/employee to obtain alternate dates, or ship via DPM or Personally Procured Method (PPM)."
- If the TSP has blacked out the dates they will still populate on the TDL because they may be able to accept the shipment as a Short Fuse.
- The PPSO should not issue a LOW for a refusal to accept a Short Fuse shipment. The TSP has an option of whether or not they can accept the Short Fuse offer without penalty.

Storage In Transit (SIT)

1. SIT Approval. If the delivery street address is blank, TSPs currently have the ability in DPS to request SIT at destination and receive an auto generated SIT number.

2. Destination SIT Preapproval. TSPs should NOT request Destination SIT Preapproval before the shipment has been arrived in DPS by the TSP at destination. The destination PPSO can select TSP requests and approve or disapprove the SIT request.

Transportation Operation Personal Property System (TOPS) Interface

1. PPSO must click "TOPS Confirm" under "Route" to complete the transfer of DPM, NTS, NTSR, and Local Move shipments from DPS to TOPS (shipment status will change from "Send to TOPS" to "TOPS Confirm"). Do NOT click the "TOPS Confirm" button until you have verified that the shipment is on the TOPS Server. If clicked prematurely it will "flag" the shipment and it will not be sent to TOPS. At that point the DPS Help Desk Tier 1 must be contacted and a service request initiated.

2. The file transfer process now occurs on a 15 minute basis. Depending upon the time of routing it may take up to half an hour to transfer to TOPS.

3. Counseling and transfer of DPM, NTS, and Local Move shipments in DPS is covered in the Counseling User Guide located under the Training tab in DPS. Counseling NTS shipments is in Section 5, counseling NTS Release shipments is in Section 6, and the transfer process of DPM, NTS, and Local Move shipments to TOPS is in Appendix B. Details to access TOPS via DPS with Citrix is in the TOPS User Guide.

Claims – DoD Customer - Pulling the Loss and Damage Report over to the Claim

If the Loss and Damage Report fails to pull over to the claim, the DoD customer should delete the attachments from the Loss and Damage Report. Then click on "Import Loss/Damage Items". The Loss and Damage Report should successfully pull over to the claim. Once the Loss/Damage Items have successfully pulled over to the claim, the DoD Customer can add the attachments under the Claim screens.

End of DPS "Helpful Hints" for Known Problems

DPS Interim Solutions for Known System Problem Reports (SPRs)

These interim solutions are the best available advice to the user until DPS is fully developed. Team Track/Tracker numbers are provided as well as the anticipated "fix" date for the DPS modification schedule.

Counseling Section - Interim Solutions

1. Problem: Non Appropriated Fund (NAF) Shipments
   Example: NA.
   Details: NAF shipments must be processed in DPS, however, payment for NAF shipments are currently not handled by US Bank (formerly PowerTrack). Therefore, NAF shipments must be manually invoiced to the paying office identified on the customer's orders (not submitted in DPS).
   Interim Solution: The origin PPSO must create a GBL correction notice changing block 21 to the appropriate paying office listed on the orders. The PPSO must provide the TSP a copy of the correction notice and advise them NOT to invoice US Bank via DPS.
   Team Track / Tracker Number: 5675. Planned Fix: TBD.

Request For Quotes (RFQ) Section - Interim Solutions

1. Problem: Origin State Name and Destination State Name is Null
   Example: NA.
   Details: Origin State Name and Destination State Name is Null in Award Lane window.
   Interim Solution: Workaround is to obtain state information in the RFQ Details page of the RFQ Module.
   Team Track / Tracker Number: Unknown. Planned Fix: TBD.

Shipment Management Section - Interim Solutions

1. Problem: Excess Costs Computation is Not Correct
   Example: NA.
   Details: Excess Costs computation is not correct.
   Interim Solution: Currently DPS calculates Excess Costs for excess weight only based on the estimated weight Interim Excess solution is to click "Paying Officer Review" if member is potentially in an excess cost status.
   Team Track / Tracker Number: 255 and 5237. Planned Fix: TBD.

2. Problem: DPS will not generate a Certificate of Diversion. Procedures for the Diversion of a Shipment within the Same Rate Area, OCONUS/CONUS.
   Interim Solution: The Diversion functionality in DPS is not like the legacy program. We ask that all PPSOs who have a diversion, contact the Operations Team USARMY.scott.SDDC.mbx.omb-for-pp-ops@mail.mil for guidance BEFORE taking any actions in DPS. Depending on the situation/location of the shipment, we will walk you through the steps to divert the shipment and reduce movement delays.

3. Problem: Allows user to choose "No Loss" and specify a Loss Amount.
   Example: NA.
   Details: Allows PPSO QA user on Shipment Inspection page to choose 'No Loss' Type but specify a Loss Amount. Logged in as PPSO QA, clicked Origin Inspections under QA Management, clicked Enter Inspections and Shipment Inspection page appears, chose 'No Loss or Damage' and 3000 for a dollar amount for 'Estimated Value of Loss/Damage' field. Application allowed me to continue and save.
   Interim Solution: QA user should not use the No Loss or No Dollar Amount function at any time.
   Team Track / Tracker Number: 4998. Planned Fix: TBD.

4. Problem: Code T Airlift of HHGs.
   Interim Solution: Code T shipments with Transportation Priority Two (TP-2) are available for use within DPS. Shipment must be to/from hard-lift areas and/or PPSO must have Service Headquarters approval to use TP-2. For PPSOs to utilize Transportation Priority Four (TP-4, space available airlift), they need approval from the assigned aerial ports/ACA in order for these shipments to be processed as Code T in DPS. DPS will transmit advance TCMD data into FACTS as TP-2 and the responsible Air Clearance Authority (ACA) will change to TP-4. The DPS TP-4 transmission to FACTS is an identified problem that will be fixed in a future release.

End of Interim Solutions

Digital Certificate: 25 Common Questions & Responses

Effective 01 October, 2011 all TSP users of DPS will be required to log onto the system via Digital Certificates.

Background:

http://iase.disa.mil/pki/eca/ The External Certification Authority (EC) program supports the issuance of DOD-approved certificates to industry partners and other external entities and organizations that conduct business with the DOD. The ECA program is designed to provide a mechanism for these entities to securely communicate with the DOD and authenticate to DOD Information Systems.

The ECA Certificates can be purchased through three sources: VeriSign, Operational Research Consultants (ORC), or Identrust.

1. http://www.identrust.com/index.html

2. https://www.verisign.com/dod-interoperability/index.html

3. http://eca.orc.com <http://eca.orc.com/

Below are 25 common Digital Certificate questions and responses:

1. Question: Will TSP Agents (such as insurance, bond, 3rd party billing, rate filers, and claims companies) ac be required to purchase a digital certificate?
Response: Yes, all commercial users must purchase a certificate.

2. Question: Currently my digital certificate is linked to an ETA ID. Will ETA continue to maintain IDs?
Response: Yes, ETA will have an ID but it will be in the background.

3. Question: Will one digital certificate be allowed access to all of a company's SCAC's in DPS to minimize a TSP's cost?
Response: Yes, each person will need one certificate. IdenTrust has a smartcard, just like the CAC, that can be used for multiple accounts and multiple workstations. So, if you travel with a laptop, as long as you have a card reader, you can log into DPS with the card.

2. Question: Can a user have 10, 20, or 30+ digital certificates on one PC?
Response: Yes.

3. Question: Can a digital certificate be loaded on more than one PC, i.e., on a Desk Top and a Laptop, and be used on both?
Response: Yes, there are directions to export the certificate to a Thumb Drive and use it on other stations as required.

4. Question: Where do I get a certificate?
Response: There are three DOD approved resources for the ECA:

http://www.identrust.com/index.html

https://www.verisign.com/authentication/government-authentication/DOD-interoperability/index.html

http://www.eca.orc.com/index.html

5. Question: What is the cost?
Response: Cost ranges from $120 to $135.

1. Question: How long are they good for?
Response: One Year.

2. Question: What is a TWIC?
Response: Transportation Worker Identification Credential (TWIC) is a common identification credential for all personnel requiring unescorted access to secure areas of MTSA-regulated facilities and vessels, and all mariners holding Coast Guard-issued credentials. Individuals who meet TWIC eligibility requirements will be issued a tamper-resistant credential containing the worker's biometric (fingerprint template) to allow for a positive link between the card and the individual (homeport.uscg.mil).

3. Question: How much does a TWIC cost and how long is it good for?
Response: The fee for TWIC is $132.50 and is valid for five years. Workers with current, comparable background checks will pay a reduced fee of $105.25. If workers are eligible to pay the lower price, their TWIC will expire 5 years from the date of the comparable credential. The cost of a replacement TWIC, if the original is lost, stolen, or damaged is $60.

4. Question: Can anyone get a TWIC?
Response: No, only personnel who require unescorted access to secure areas of regulated facilities and vessels. If you have a TWIC and require access to ETA, TWIC will work. If you do not have TWIC and cannot meet the access requirements, you will not be approved for a TWIC.

5. Question: How long is the TWIC card valid?
Response: TWICs remain valid for five years, unless the expiration date was based on a comparable credential (Free and Secure Trade (FAST) card, Merchant Mariner Document/License, or Hazmat Endorsement). The expiration date is displayed on the face of the TWIC. TWIC holders are responsible for knowing when to begin the renewal process. For individuals who pay the reduced fee, the expiration date of their TWIC will be five years from the date listed on the credential associated with the comparable security threat assessment.

6. Question: When will I be required to have a TWIC?
Response: All workers who require unescorted access to secure areas of maritime facilities and vessels and all U.S. credentialed Mariners are required to have a TWIC.

7. Question: Who can I contact to get more information on TWIC?
Response: Website: www.tsa.gov/twic; TWIC Program Help Desk: 1-866-DHS-TWIC (1-866-347-8942), Monday through Friday from 8 a.m. - 10 p.m. Eastern Time.

8. Question: How many do I need for my company?
Response: One per person who requires access to a DOD system.

9. Question: What if personnel travel? Will the cert be good?
Response: Yes, the certificate can be copied to a Thumb Drive or to other locations.

10. Question: Who can answer questions?
Response: Questions regarding the certificate, call the company in which purchase was made. Questions on syncing up with ETA, send an email to sddc.safb.pki@us.army.mil.

11. Question: How do I sync up the certificate with ETA?
Response: Login to ETA using user id and password, at the ETA home page go to "Support" (top row of buttons), Register Certificate, Register Certificate link, yes, complete CAPTCHA, Certificate Saved. Log out of ETA and close browser. Login using a certificate, select the ETA user ID you are accessing.

12. Question: Will TSP Agents accessing DPS need to purchase a digital certificate (referring to insurance, bond, 3rd party billing, rate filers, or claims companies)?
Response: Yes, all commercial users are required to purchase one certificate per person.

13. Question: Will ETA continue to maintain IDs (today my digital is linked to a ETA ID)?
Response: Yes, behind the scenes.

14. Question: Will one digital certificate be allowed access to all of a (this is a key need to minimize a TSPs cost)?
Response: No, this is one certificate per person

15. Question: Can a digital certificate be loaded on more than one PC and work from both (when people travel they must now have digital certificates on their laptop)?
Response: Certificates can be loaded on multiple workstations, but can only be accessed by one person.

16. Question: How do I prove my citizenship?
Response: IndenTrust: Within the ECA Program, an Applicant can prove his or her citizenship using a valid passport issued by the country of citizenship. Either the Trusted Correspondent, Notary Public, U.S. Consul, or an authorized IdenTrust employee will verify your citizenship using the passport.

17. Question: Why do I have to prove my citizenship?
Response: IndenTrust: Citizenship will be used as part of the criteria for authorizing restricted access by the different Relying Parties to online applications. The ECA Program is governed by a certificate Policy requiring that all applicants provide proof of their citizenship in order to be issued ECA certificates after 1 July 2007.

18. Question: I lost my token/smart card. What do I do?
Response: IndenTrust: The first step is to revoke your certificate to prevent anyone else from using it. Please be aware that a revoked certificate is unusable. To see what to do for revocation click on the link below:

http://www.identrust.com/certificates/eca/eca_revoke.html

The next step depends on whether you have a backup copy of your encryption private key and if you have received encrypted data or emails with it. If you have not used the encryption certificate to receive encrypted data or emails, you do not need to recover the encryption key. If you have encrypted data and have no backup copy of your key, see the answer to Question 11: How do I get a copy of my encryption certificate?

If you need an ECA certificate for your daily functions, you must obtain a new certificate.

End of Certificate Questions & Answers

DPS JOINT/COMBINED SPOUSE MOVE COUNSELING PROCESS

NOTE:
For member's completing a PPM, create a PPM application for each member under their orders.

Create shipment application under Senior Member's Orders

- Complete application as normal, except as noted
- For multiple shipments, estimate shipment weight to be less than Senior member's shipping entitlement

Add joint spouses member's information under "Additional Information" in DPS

Enter the following Spouse's information:
Joint Spouse
Branch of Service, Grade, First and Last Name
Order Number/Date
Appropriation: TAC, SDN, SAC
Est Wt: Estimate weight for complete shipment

Additional Information

Are there any other articles of extra ordinary dimensions or unusual types of items included in your shipment? (E.g. JetSki)	JOINT SPOUSE USA E6 Silvia Smith 241-176//3Apr11 4AE1 Est Wt: 15,000

Identify record as "Paying Officer Review"

Enter the following Spouse's information:
Joint Spouse, Branch of Service, Grade, First and Last Name, Order Number/Date and Appropriation (TAC, SDN, SAC)

Counselor Questions for Shipment

Paying Officer Review	Yes / No
Reason for Possible Excess Cost (enter up to 255 characters)	Joint Spouse Move USA E6 Silvia Smith 241-176//3Apr11 4AE1

Enter appropriation details based on Senior member's Branch of Service
(See examples)

NOTE:
Enter Joint Spouse, unless both member's orders have the same fund cites, then enter actual fund cite in DPS

For all other services appropriations:
Fund Type: TAC
For TAC: XXXX
For SAC: JOINT SPOUSE

For USAF appropriations:
Fund Type: SDN
For SDN: JOINT SPOUSE
For AIN: XXXX
For TAC: XXXX
For SAC: JOINT SPOUSE

USN / USMC

Accounting Information

* Department Indicator:	17 - United States Navy / United States Marine Corps
Fund Type:	TAC
Enter TAC:	XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USAF

Accounting Information

* Department Indicator:	57 - United States Air Force
Fund Type:	SDN
Enter SDN:	JOINTSPOUSE Validate

Override TGET-R Information by completing the fields below

* SDN:	JOINTSPOUSE	Re-Enter SDN:	JOINTSPOUSE
* AIN:	667100	Re-Enter AIN:	667100
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USCG

Accounting Information

* Department Indicator:	70 - United States Coast Guard
Fund Type:	TAC
Enter TAC:	XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

USA

Accounting Information

* Department Indicator:	21 - United States Army
Fund Type:	TAC
Enter TAC:	XXXX Validate

Override TGET-R Information by completing the fields below

SDN:		Re-Enter SDN:	
AIN:		Re-Enter AIN:	
MDC:		Re-Enter MDC:	
* TAC:	XXXX	Re-Enter TAC:	XXXX

Shipment Accounting Classification: JOINTSPOUSE

Continue application as normal

Maintenance Release 1.4.09

Effective 16 March 2012 DPS Production gained improved functionality in several areas. The specific System Change Requests (SCRs) or System Problem Reports (SPRs) in this release are listed below. Explanations begin on page 26.

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The following SPRs were also included but are not illustrated:

SPR 6733 (HDT 1-28966171) – DPS transmits CODE T shipments to FACTS as TP-3 vs TP-2
SPR 6742 (HDT 1-29706790) – Award Shipment process issuing a System Error
SPR 6748 (HDT 1-29869051) – MCO option that allows you to transfer entire claim is not working properly
SPR 6749 (HDT 1-29837689) – Data Correction - Reverting Shipment to "Intransit" Receiving Core Error
SPR 6750 (HDT 1-30027113) – SIT expiration emails being sent out after shipment has already been delivered
SPR 6754 – Return domestic item codes and costing engine to use of "Actual" vice "Requested pickup" date
SPR 6759 (HDT 1-30197276) – Unable to Place Shipment in to SIT for a Date in the Past
SPR 6762 (HDT 1-30041281) – MISSING SURVEY DATA
SPR 6763 (HDT 1-29693281) – DPS Core Error - Warnings or Suspensions

Software Change Requests (SCRs)

SCR 728 – Shipment Management Preapprovals Queue

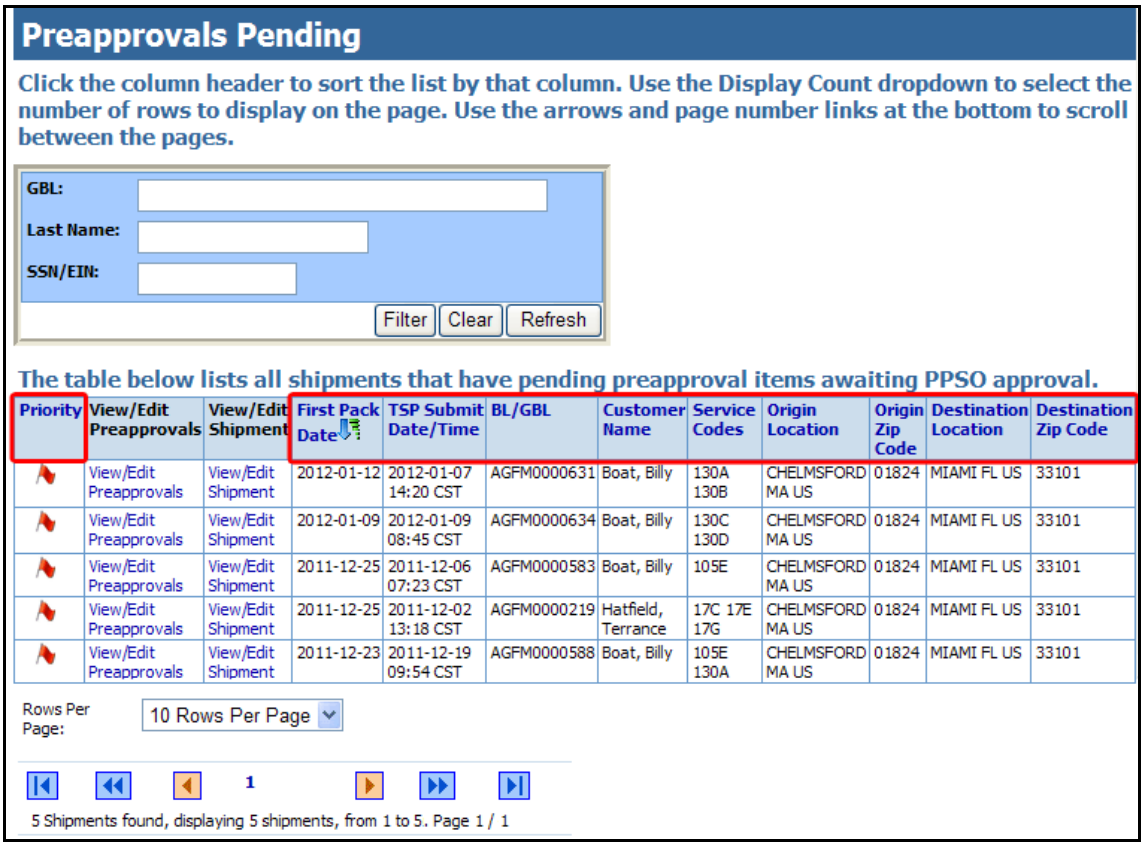
Users: PPSO Outbound, PPSO Outbound Supervisor, PPSO Inbound, TSP Master

When a DoD Customer moves a shipment, additional services may be required (e.g., packing crates, attempted deliveries, SIT pickup and deliveries, moving bulky articles, etc.). These services are identified in a pre-move survey, and a TSP enters a service request in DPS. A PPSO user with the authority to approve the services where they are rendered (i.e., at Origin or Destination) then approves or denies the service request in DPS.

To support TSP and PPSO users, Release 1.4.09 implements the following changes:

1. The **Shipment Preapprovals Queue** in the Shipment Management module has been **renamed** to **Preapprovals Pending**, and the following new columns are presented:
    - A **Priority Flag** icon presented to the **PPSO User Only** if the First Pack Date is in the past or within three business days of the current date. The First Pack Date is always counted as a business day, even if it falls on a weekend or holiday.
    - The **First Pack Date** column presents the Planned/Agreed Packing Begin Date entered in the Premove Survey in a standard date format.
    - The **TSP Submit Date/Time** field has been renamed to include TSP in the column name and presents the earliest date that a preapproval item listed in the Service Codes field was submitted. The Date/Time is converted to the current user's local time zone, as specified by their browser, and presented in 24hr format.
    - The **BL/GBL** column presents the Bill of Lading number for the shipment**.**
    - The **Customer Name** column identifies the Customer requesting the shipment.
    - **Item Service Codes** associated with each preapproval request are now presented in the Queue. Each unique code is listed once, with the following restrictions:
        - PPSO users are presented codes for items that are in a Pending status for their assigned GBLOC.
        - TSPs and TSP Agents are presented codes for items that are in a Pending status or were placed in a Denied status within the last 60 days.
    - **Origin and Destination Locations** for items in the request are also presented in new columns that include the city, state, country and zip code.

    Note: Columns housing the Customer SSN, Orders Number, Origin PPSO, and Destination PPSO fields are no longer presented.

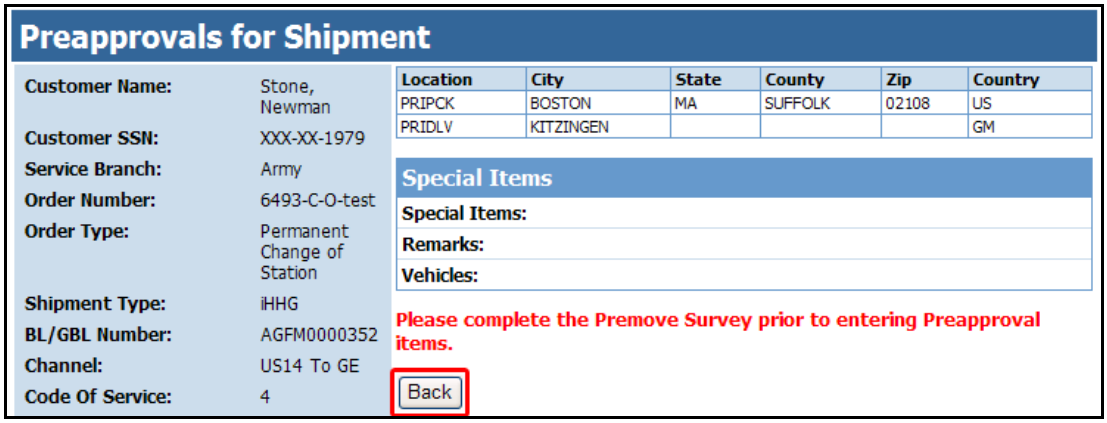


- The *View/Edit Preapprovals* link will take the user to the Preapprovals for Shipment page.

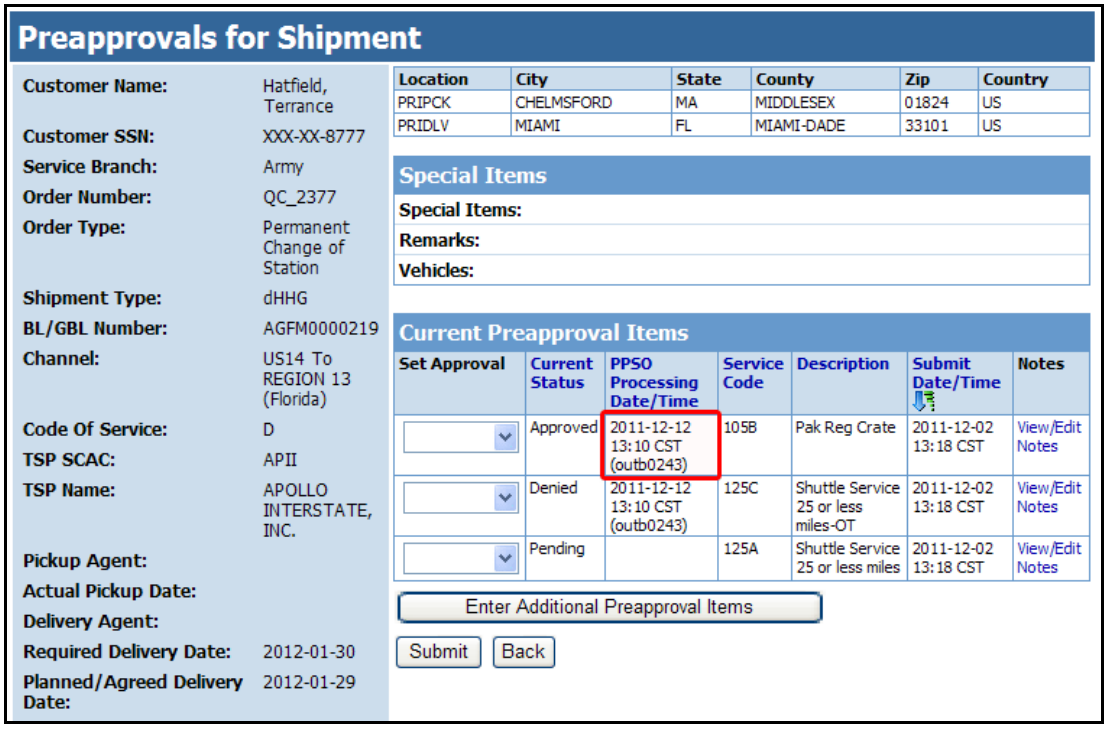
  Note: The **Shipment Preapprovals** page has been **renamed Preapprovals for Shipment**.

- The *View/Edit Shipment* link will take the user to the View/Edit Shipment Information Page for the associated shipment. If the shipment is locked, or if the user does not have Update Shipment permissions, the link will present the View Shipment page.

2. On the **Preapprovals for Shipment** page, if the status of a shipment is "Offer Accepted and Presurvey Pending," DPS prevents the user from accessing the Add Preapproval Items window and display a message stating: "Please complete the Premove Survey prior to entering preapproval items." The PPSO cannot submit any shipment preapproval requests until the Premove survey is complete. The Back button will allow the PPSO to return to the previous page.



3. On the Preapprovals for Shipment page the **Destination Item Code 105E** is now **auto-approved** if the corresponding **Origin Item Code (105B)** is approved.
4. When a PPSO user approves or denies a requested service, the time and user identification of the PPSO who approved or denied the service is listed on the Preapprovals for Shipment page.



Preapprovals for Shipment

Customer Name:	Hatfield, Terrance
Customer SSN:	XXX-XX-8777
Service Branch:	Army
Order Number:	QC_2377
Order Type:	Permanent Change of Station
Shipment Type:	dHHG
BL/GBL Number:	AGFM0000219
Channel:	US14 To REGION 13 (Florida)
Code Of Service:	D
TSP SCAC:	API
TSP Name:	APOLLO INTERSTATE, INC.
Pickup Agent:	
Actual Pickup Date:	
Delivery Agent:	
Required Delivery Date:	2012-01-30
Planned/Agreed Delivery Date:	2012-01-29

Location	City	State	County	Zip	Country
PRIPCK	CHELMSFORD	MA	MIDDLESEX	01824	US
PRIDLV	MIAMI	FL	MIAMI-DADE	33101	US

Special Items

Special Items:

Remarks:

Vehicles:

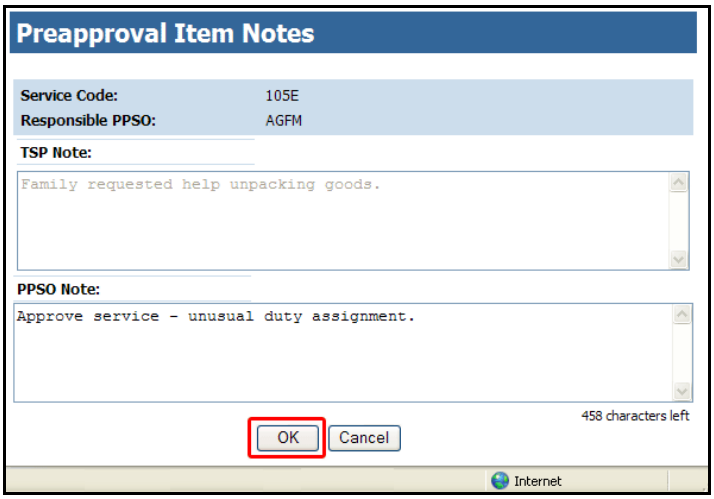
Current Preapproval Items

Set Approval	Current Status	PPSO Processing Date/Time	Service Code	Description	Submit Date/Time	Notes
	Approved	2011-12-12 13:10 CST (outb0243)	105B	Pak Reg Crate	2011-12-02 13:18 CST	View/Edit Notes
	Denied	2011-12-12 13:10 CST (outb0243)	125C	Shuttle Service 25 or less miles-OT	2011-12-02 13:18 CST	View/Edit Notes
	Pending		125A	Shuttle Service 25 or less miles	2011-12-02 13:18 CST	View/Edit Notes

Enter Additional Preapproval Items

Submit Back

The DPS user name is presented in the PPSO Processing Date/Time field. Other changes on the Preapprovals for Shipment page include the combination of the Notes fields (prior to 1.4.09, there were separate links for TSP and PPSO notes) and slight changes to column names (Item Service Code is now Service Code and Submit Date is now Submit Date/Time). TSP or PPSO users click on the *View/Edit Notes* link to enter notes:



Preapproval Item Notes

Service Code: 105E

Responsible PPSO: AGFM

TSP Note:

Family requested help unpacking goods.

PPSO Note:

Approve service - unusual duty assignment.

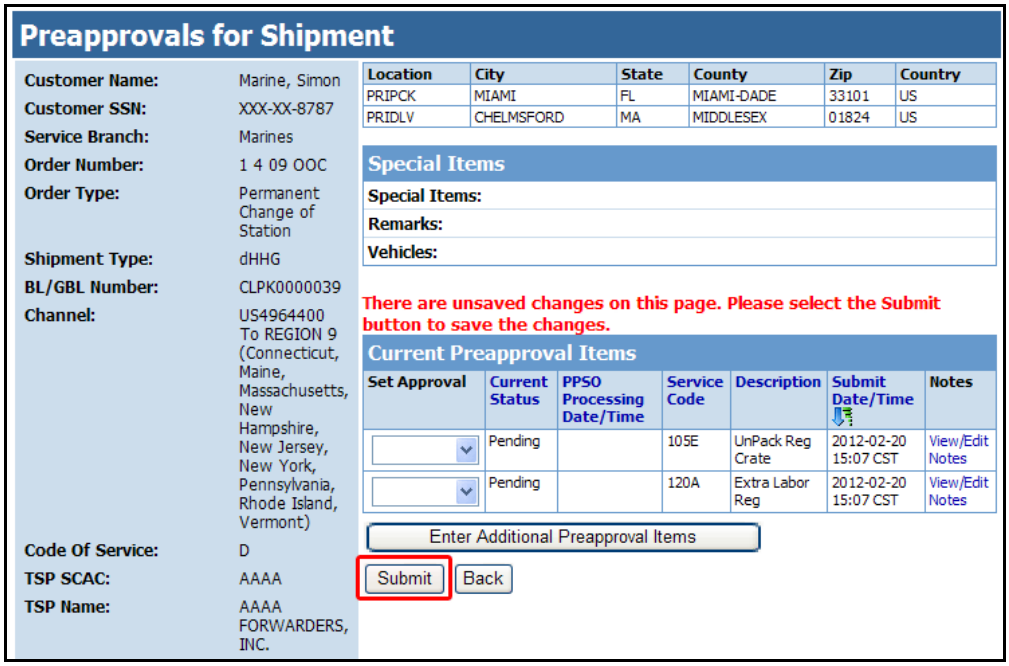
458 characters left

OK Cancel

Internet

While the TSP and PPSO user may view each other's notes, they may only modify the content in their section of the pop-up window. After entering a comment, the user clicks the OK button.

DPS will present the Preapprovals for Shipment page with a message indicating the user must click the Submit button to save the content of the note.



The unsaved changes are on the Preapproval Item Notes pop-up window, in this case. If a user enters additional preapproval items, they are also prompted to click the Submit button to save the changes.

When a user clicks the Enter Additional Preapproval Items button, DPS presents a consolidated Add Preapproval Items page.

The **Enter Domestic Preapproval Items** and **Enter International Preapproval Items** pages were combined in the 1.4.09 release and renamed the **Add Preapproval Items** page. Other changes to the page include the following:

- The **Att Pup/Del** and **Att Del/SIT** sections have been renamed to **Attempted Delivery**.
- The **select** links and **Responsible PPSO** menus have been replaced with simple check boxes. Click a box to select a preapproval (indicated by a check mark in the box). Click the box again to remove the check mark and deselect a preapproval.
- The **Submit Services** and **Back** buttons are renamed OK and Cancel, respectively.

Add Preapproval Items

To add a service for Preapproval, check the appropriate box below for the service you wish to add. Then click the OK button at the bottom of the page.

Crates

Select	Service Code	Description	Responsible PPSO
☑	105B	Pak Reg Crate	CLPK - Origin
☑	105E	UnPack Reg Crate	AGFM - Destination

Overtime Load/Unload

Select	Service Code	Description	Responsible PPSO
☐	175A	OT Load/Unload	CLPK - Origin
☐	175A	OT Load/Unload	AGFM - Destination

Attempted Delivery

Select	Service Code	Description	Responsible PPSO
☐	17A	Att Del: Less Than 30 Miles	AGFM - Destination
☐	17B	Att Del: 31 - 50 Miles	AGFM - Destination
☐	17C	Att Del: Over 50 Miles	AGFM - Destination
☐	17D	Att Del: 1st Day	AGFM - Destination
☐	17E	Att Del:l - Less Than 30 Miles OT	AGFM - Destination
☐	17F	Att Del: 31 - 50 Miles - OT	AGFM - Destination
☐	17G	Att Del: Over 50 Miles - Alaska	AGFM - Destination

Reweighs

Select	Service Code	Description	Responsible PPSO
☐	4A	Reweigh	CLPK - Origin
☐	4B	Reweigh	AGFM - Destination

Aux Service/Vehicle

Select	Service Code	Description	Responsible PPSO
☐	105D	Next Day Debris Removal	CLPK - Origin
☐	105D	Next Day Debris Removal	AGFM - Destination
☐	125A	Shuttle Service 25 or less miles	CLPK - Origin
☐	125A	Shuttle Service 25 or less miles	AGFM - Destination
☐	125B	Shuttle Service Over 25 Miles	CLPK - Origin
☐	125B	Shuttle Service Over 25 Miles	AGFM - Destination
☐	125C	Shuttle Service 25 or less miles-OT	CLPK - Origin
☐	125C	Shuttle Service 25 or less miles-OT	AGFM - Destination
☐	125D	Shuttle Service Over 25 Miles-OT	CLPK - Origin
☐	125D	Shuttle Service Over 25 Miles-OT	AGFM - Destination
☐	225A	P/D Self/Mini Storage	CLPK - Origin
☐	225A	P/D Self/Mini Storage	AGFM - Destination
☐	225B	P/D Self/Mini Storage - OT	CLPK - Origin
☐	225B	P/D Self/Mini Storage - OT	AGFM - Destination

SIT Days

Select	Service Code	Description	Responsible PPSO
☐	185A	SIT 1st Day	CLPK - Origin
☐	185A	SIT 1st Day	AGFM - Destination
☐	185B	SIT Addtl Day	CLPK - Origin
☐	185B	SIT Addtl Day	AGFM - Destination

Labor

Select	Service Code	Description	Responsible PPSO
☐	110A	New Service Item	CLPK - Origin
☐	110A	New Service Item	AGFM - Destination
☐	120A	Extra Labor Reg	CLPK - Origin
☐	120A	Extra Labor Reg	AGFM - Destination
☐	120D	Extra Labor Reg-OT	CLPK - Origin
☐	120D	Extra Labor Reg-OT	AGFM - Destination
☐	120E	Special Services-OT	CLPK - Origin
☐	120E	Special Services-OT	AGFM - Destination

Wait Time

Select	Service Code	Description	Responsible PPSO
☐	120C	Wait Tm:Lab Reg	CLPK - Origin
☐	120C	Wait Tm:Lab Reg	AGFM - Destination
☐	120F	Wait Tm:Lab OT	CLPK - Origin
☐	120F	Wait Tm:Lab OT	AGFM - Destination

Additional Pickup/Delivery

Select	Service Code	Description	Responsible PPSO
☐	28A	Extra Pickup	CLPK - Origin
☐	28B	Extra Delivery	AGFM - Destination

Appliance Service

Select	Service Code	Description	Responsible PPSO
☐	120B	Special Services	CLPK - Origin
☐	120B	Special Services	AGFM - Destination

SIT Pickup/Delivery

Select	Service Code	Description	Responsible PPSO
☐	210A	SIT Pup/Del	CLPK - Origin
☐	210A	SIT Pup/Del	AGFM - Destination
☐	210B	SIT Pup/Del 31 - 50 Miles	CLPK - Origin
☐	210B	SIT Pup/Del 31 - 50 Miles	AGFM - Destination
☐	210C	SIT Pup/Del Over 50 Miles	CLPK - Origin
☐	210C	SIT Pup/Del Over 50 Miles	AGFM - Destination
☐	210D	SIT Pup/Del - OT	CLPK - Origin
☐	210D	SIT Pup/Del - OT	AGFM - Destination
☐	210E	SIT Pup/Del 31 - 50 Miles - OT	CLPK - Origin
☐	210E	SIT Pup/Del 31 - 50 Miles - OT	AGFM - Destination
☐	210F	SIT Pup/Del Over 50 Miles - Alaska	CLPK - Origin
☐	210F	SIT Pup/Del Over 50 Miles - Alaska	AGFM - Destination

Third Party Service

Select	Service Code	Description	Responsible PPSO
☐	35A	Third Party Service	CLPK - Origin
☐	35A	Third Party Service	AGFM - Destination

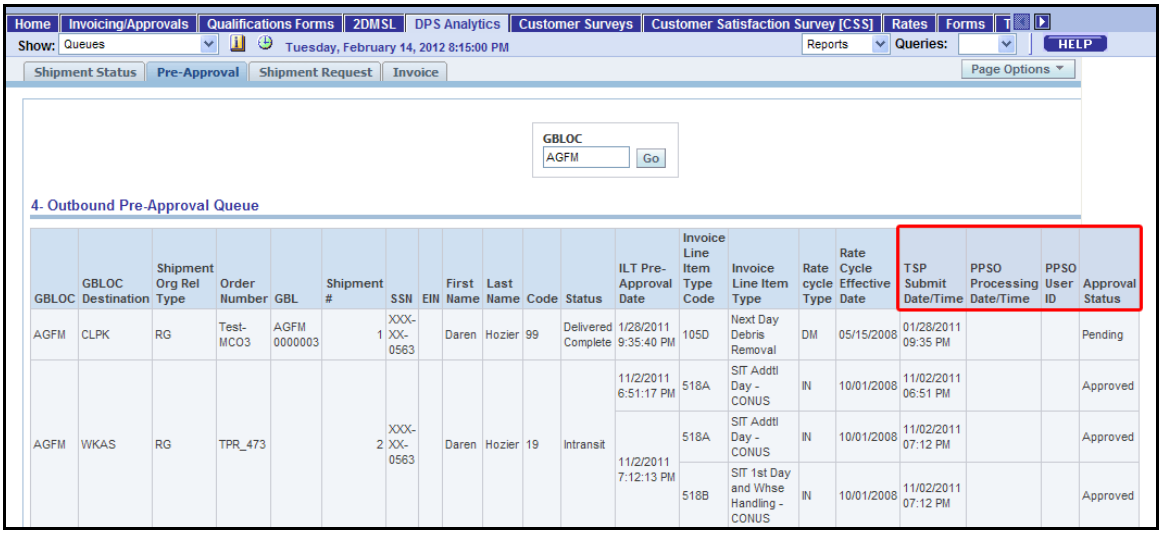
OK Cancel

Internet

Select one or more items, and click the OK button. When prompted on the Preapprovals for Shipment page, click the Submit button to save the new items.

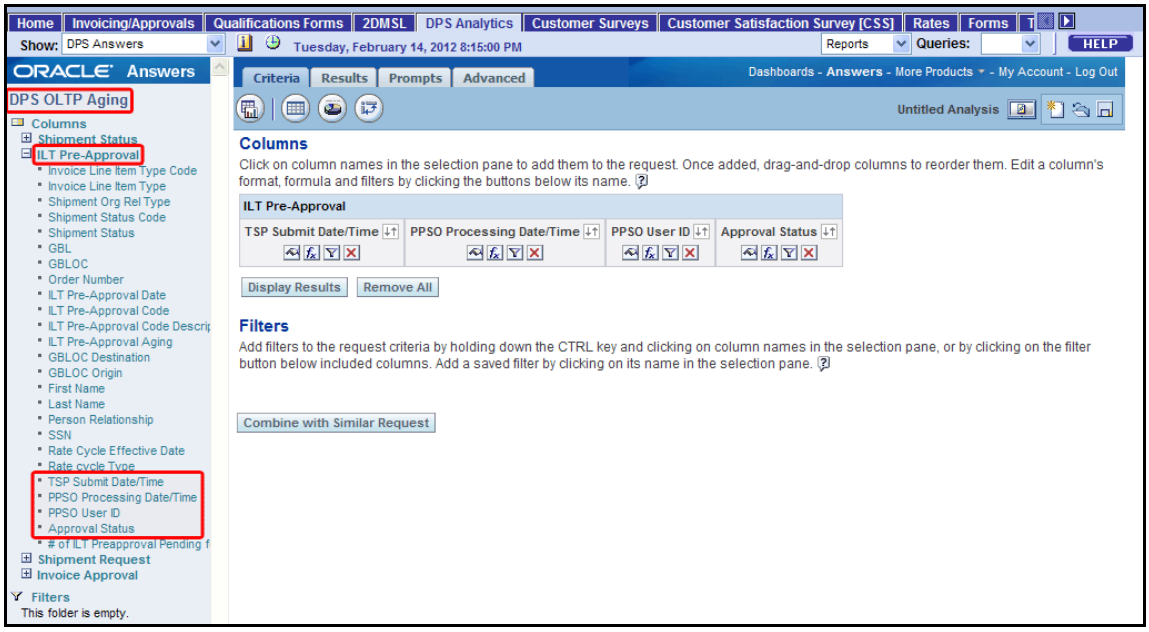
5. The Analytics and Answers modules were updated to include four new fields: TSP Submit Date/Time, PPSO Processing Date/Time, PPSO User ID, and Approval Status.

   To access the Analytics report, select the Queues option from the Show menu in the DPS Analytics module. Select the Pre-Approval tab, enter a valid GBLOC and select the Go button:



   The Pre-Approval report presents the new fields (TSP Submit Date/Time, PPSO Processing Date/Time, PPSO User ID, and Approval Status) on the right side of the page.

   To access the new fields in the DPS Answers module, select the DPS Answers option from the Show menu in the DPS Analytics module. Then, select the OLTP Aging Subject Area. Under the ILT Pre-Approval column in the left navigation bar, select the new fields (TSP Submit Date/Time, PPSO Processing Date/Time, PPSO User ID, and Approval Status).

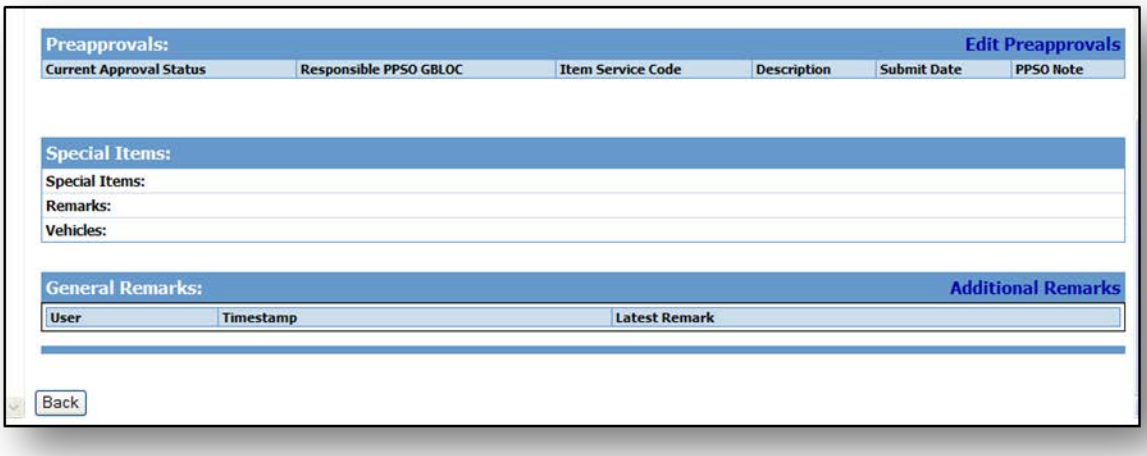


   Use the standard options to modify the criteria and filter the results.

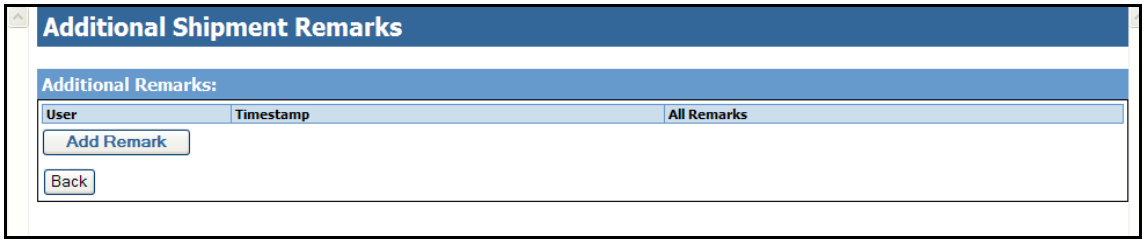
SCR 6647 – Notes in Shipment Management

Users: DoD Customer, PPSO (Outbound Supervisor, Outbound, and Inbound) TSP Master, and SDDC DPS Master

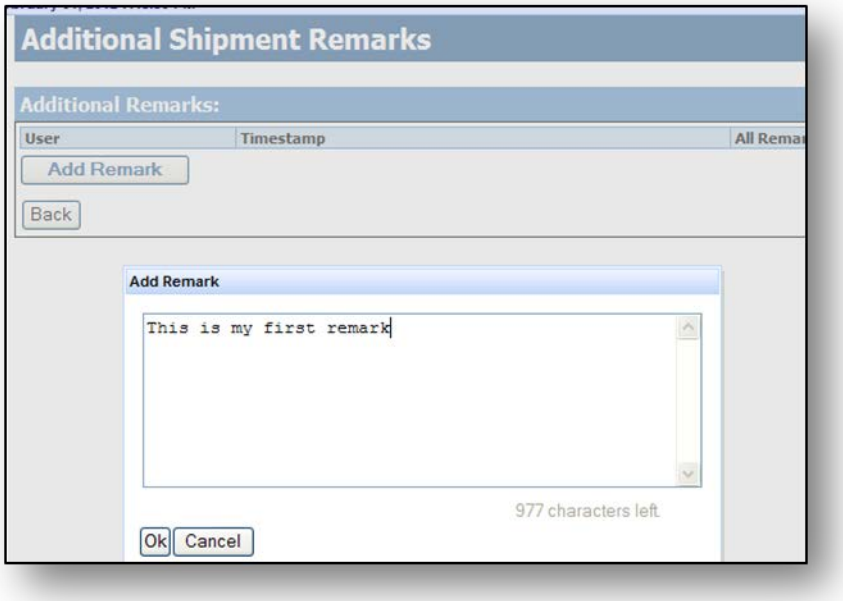
A Notes field which contains the most recent note, date-stamped, and with the User ID displayed was added on the View or View/Edit Shipment Information page titled "General Remarks." Any user with access to the page can view the content of the note. In the example below, the user accesses the View/Edit Shipment Information page and scrolls to the bottom of the page. The section labeled "General Remarks" is displayed under the Edit Preapprovals Section.

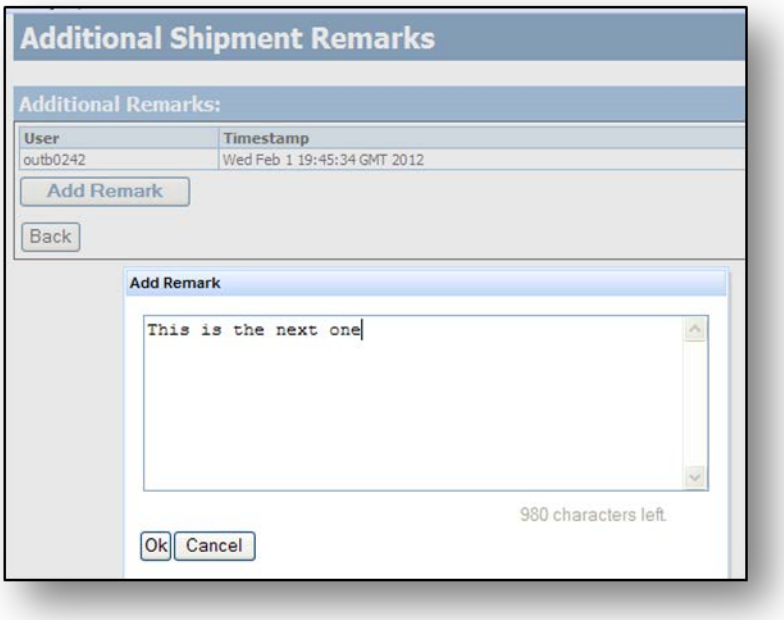


An *Additional Remarks* link appears in the top right corner of the new section. Click the link to trigger the appearance of a new screen titled "Additional Shipment Remarks."

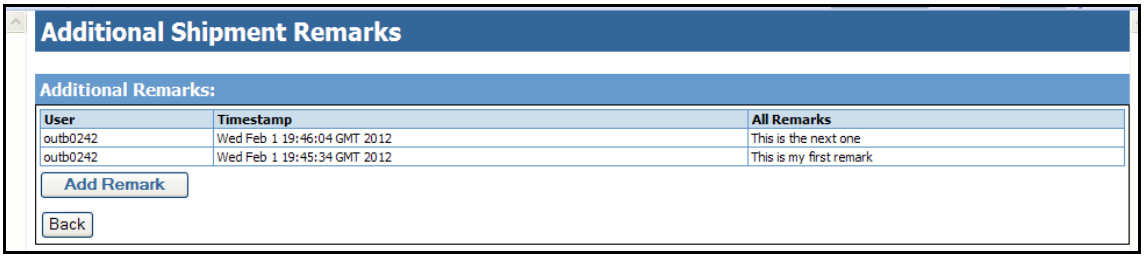


Click the Add Remark button to add remarks as seen in the screenshot(s) below and click the Ok button.

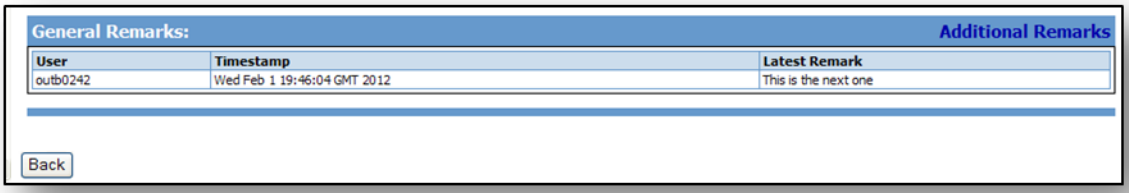




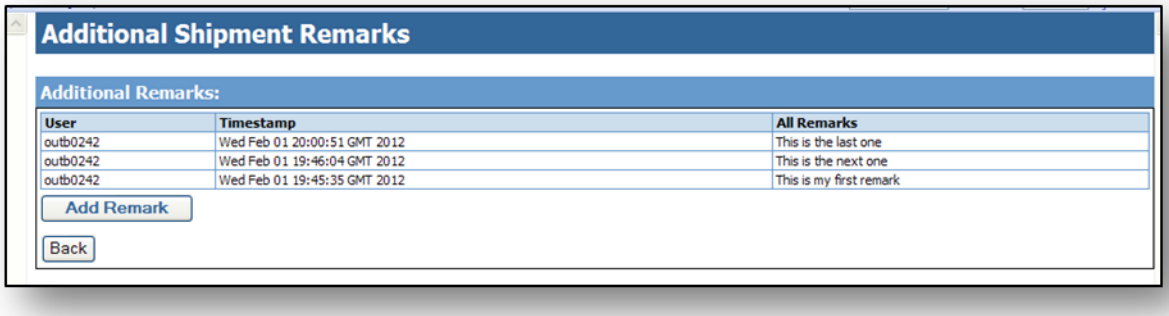
The page displays remarks with the most current remark listed first and with the User ID and date/timestamp under the Timestamp column. Click the Back button to return to the View/Edit Shipment Information page.



The user sees the most current remark displayed under the Latest Remark column.



Click the *Additional Remarks* link and on the Additional Shipment Remarks page, the user can view all remarks that have been entered for this shipment record with the most current remark listed first.



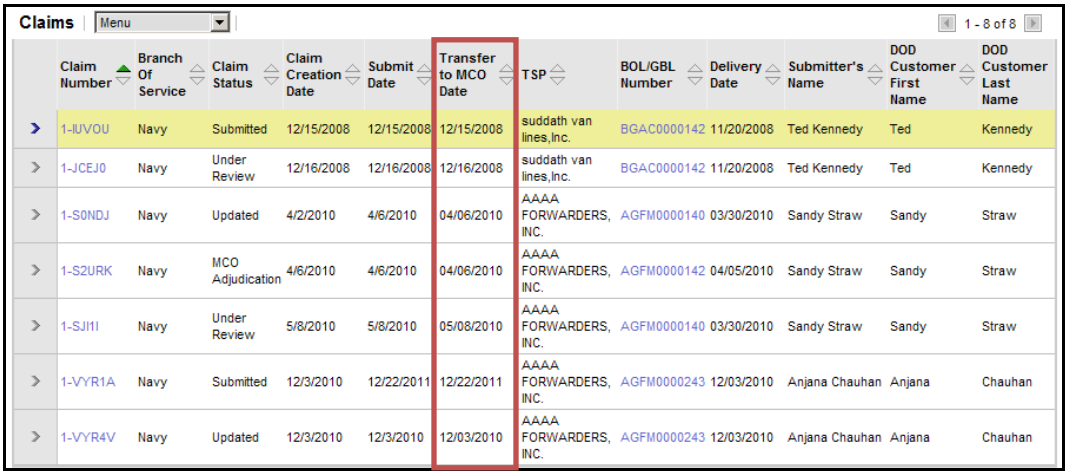
Click the Back button to return to the View/Edit Shipment Information page. Repeat the steps outlined above to add more remarks or to view all remarks that have been entered.

SCR 6657 – Create Transfer to MCO Column with sort capability

Users: Service Headquarters Legal Claims (MCO)

A new column has been added to the Claims table which displays the date on which a claim or claim item was transferred to the MCO. The column is visible only to Service Legal Claims (MCO) users, and is named the "Transfer to MCO Date" column. The new column is displayed between the "Submit Date" and "TSP" columns. The new column is sortable.

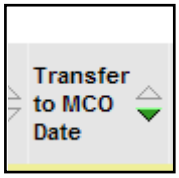
Log into DPS as the MCO user and select the Claims Tab. The Claims Home page appears.



Claims | Menu | 1 - 8 of 8

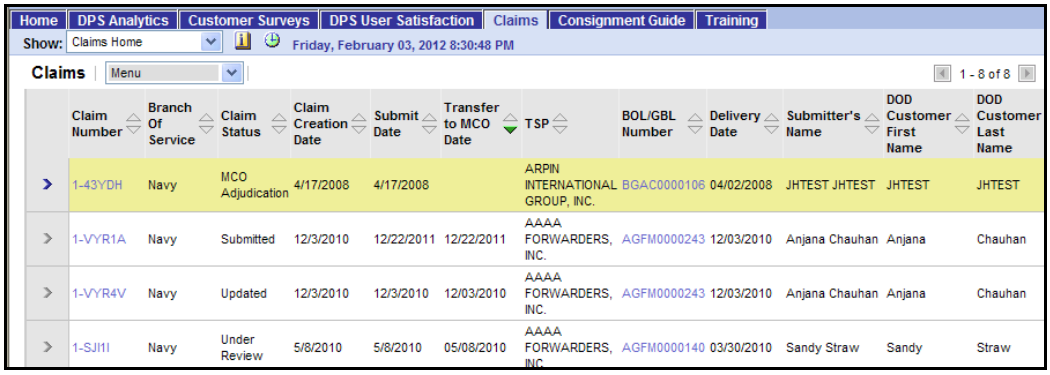
Claim Number	Branch Of Service	Claim Status	Claim Creation Date	Submit Date	Transfer to MCO Date	TSP	BOL/GBL Number	Delivery Date	Submitter's Name	DOD Customer First Name	DOD Customer Last Name
1-IUVOU	Navy	Submitted	12/15/2008	12/15/2008	12/15/2008	suddath van lines,Inc.	BGAC0000142	11/20/2008	Ted Kennedy	Ted	Kennedy
1-JCEJ0	Navy	Under Review	12/16/2008	12/16/2008	12/16/2008	suddath van lines,Inc.	BGAC0000142	11/20/2008	Ted Kennedy	Ted	Kennedy
1-S0NDJ	Navy	Updated	4/2/2010	4/6/2010	04/06/2010	AAAA FORWARDERS, INC.	AGFM0000140	03/30/2010	Sandy Straw	Sandy	Straw
1-S2URK	Navy	MCO Adjudication	4/6/2010	4/6/2010	04/06/2010	AAAA FORWARDERS, INC.	AGFM0000142	04/05/2010	Sandy Straw	Sandy	Straw
1-SJI1I	Navy	Under Review	5/8/2010	5/8/2010	05/08/2010	AAAA FORWARDERS, INC.	AGFM0000140	03/30/2010	Sandy Straw	Sandy	Straw
1-VYR1A	Navy	Submitted	12/3/2010	12/22/2011	12/22/2011	AAAA FORWARDERS, INC.	AGFM0000243	12/03/2010	Anjana Chauhan	Anjana	Chauhan
1-VYR4V	Navy	Updated	12/3/2010	12/3/2010	12/03/2010	AAAA FORWARDERS, INC.	AGFM0000243	12/03/2010	Anjana Chauhan	Anjana	Chauhan

The latest Transfer to MCO Date values are displayed in the "Transfer to MCO Date" column.



The first Transfer to MCO Date in the example above is 12/15/2008. Click the descending (or ascending) sort arrows on the Transfer to MCO Date column header to sort the rows by ascending and descending values.

The Claims table will refresh and the list will display the Transfer to MCO date values in ascending or descending order based on the search selection.



Home | DPS Analytics | Customer Surveys | DPS User Satisfaction | Claims | Consignment Guide | Training

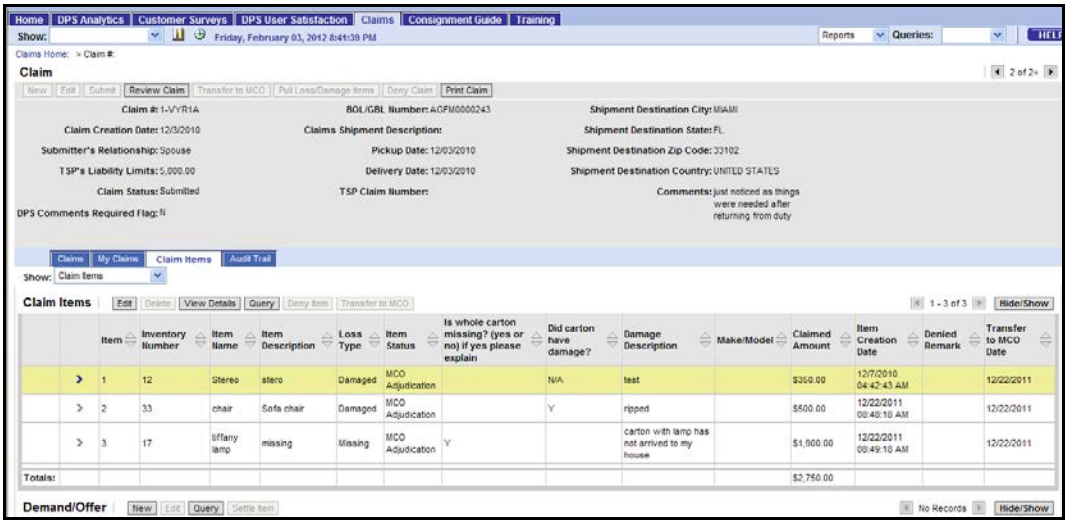
Show: Claims Home | Friday, February 03, 2012 8:30:48 PM

Claims | Menu | 1 - 8 of 8

Claim Number	Branch Of Service	Claim Status	Claim Creation Date	Submit Date	Transfer to MCO Date	TSP	BOL/GBL Number	Delivery Date	Submitter's Name	DOD Customer First Name	DOD Customer Last Name
1-43YDH	Navy	MCO Adjudication	4/17/2008	4/17/2008		ARPIN INTERNATIONAL GROUP, INC.	BGAC0000106	04/02/2008	JHTEST JHTEST	JHTEST	JHTEST
1-VYR1A	Navy	Submitted	12/3/2010	12/22/2011	12/22/2011	AAAA FORWARDERS, INC.	AGFM0000243	12/03/2010	Anjana Chauhan	Anjana	Chauhan
1-VYR4V	Navy	Updated	12/3/2010	12/3/2010	12/03/2010	AAAA FORWARDERS, INC.	AGFM0000243	12/03/2010	Anjana Chauhan	Anjana	Chauhan
1-SJI1I	Navy	Under Review	5/8/2010	5/8/2010	05/08/2010	AAAA FORWARDERS, INC.	AGFM0000140	03/30/2010	Sandy Straw	Sandy	Straw

The dates are now sorted in descending order. The first claim (with no Transfer to MCO date) still appears first in the Claims Table; however, the first Transfer to MCO Date is now 12/22/2011.

If a MCO user selects the Claim Number link under the Claim Number Column [Ex: 1-VYR1A], the Claims Home page [for the selected claim] displays all items with a date displayed in the Transfer to MCO Date column for each claims item.



SCR 6641 – Short Fuse User Interface

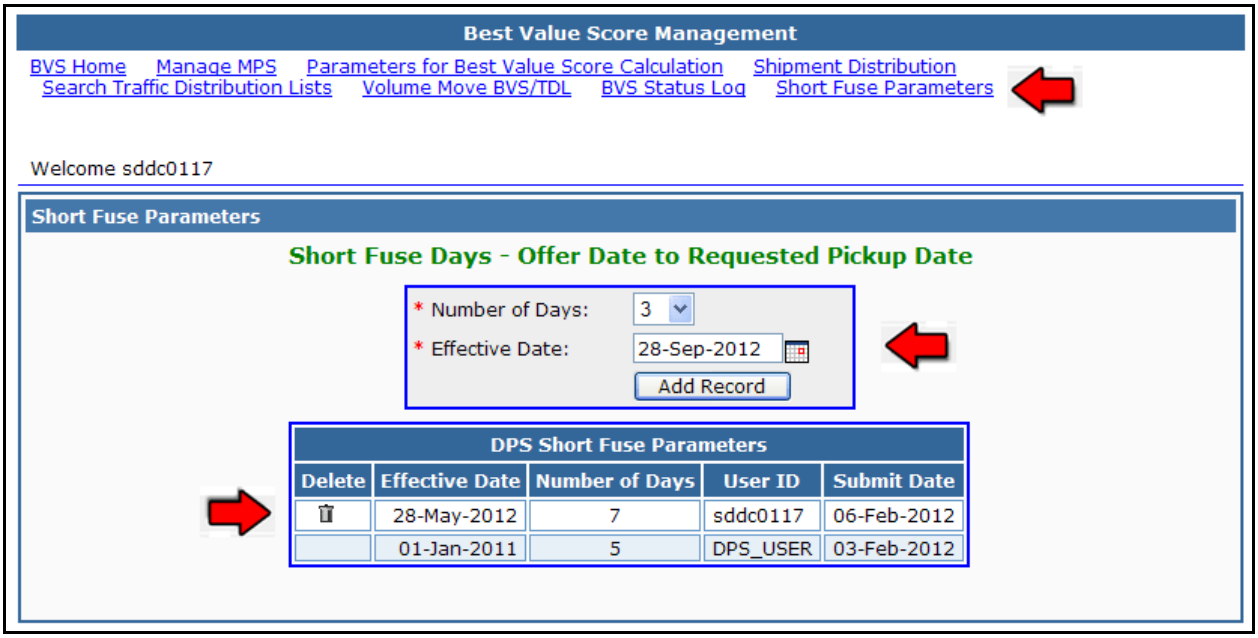
Users: SDDC BVS and SDDC DPS Master, PPSO Outbound Supervisor

Prior to release 1.4.09, shipments that were routed five (5) government business days or less before the requested pickup date were classified as a "short-fuse" shipment. These shipments were routed (offered) to all TSPs who serviced the channel and code of service defined for the shipment. The first TSP to accept the shipment received the award.

SCR 6641 introduces a new feature that allows SDDC BVS and SDDC DPS Master users to define the number of days used to classify a shipment as short-fuse. The initial value is set to five government business days; however, a value between 1-20 may be defined to create a better probability of obtaining the desired dates for the customer.

Any new value used to define short-fuse shipments must take effect in the future and will apply to all shipments routed for award after the effective date of the new value.

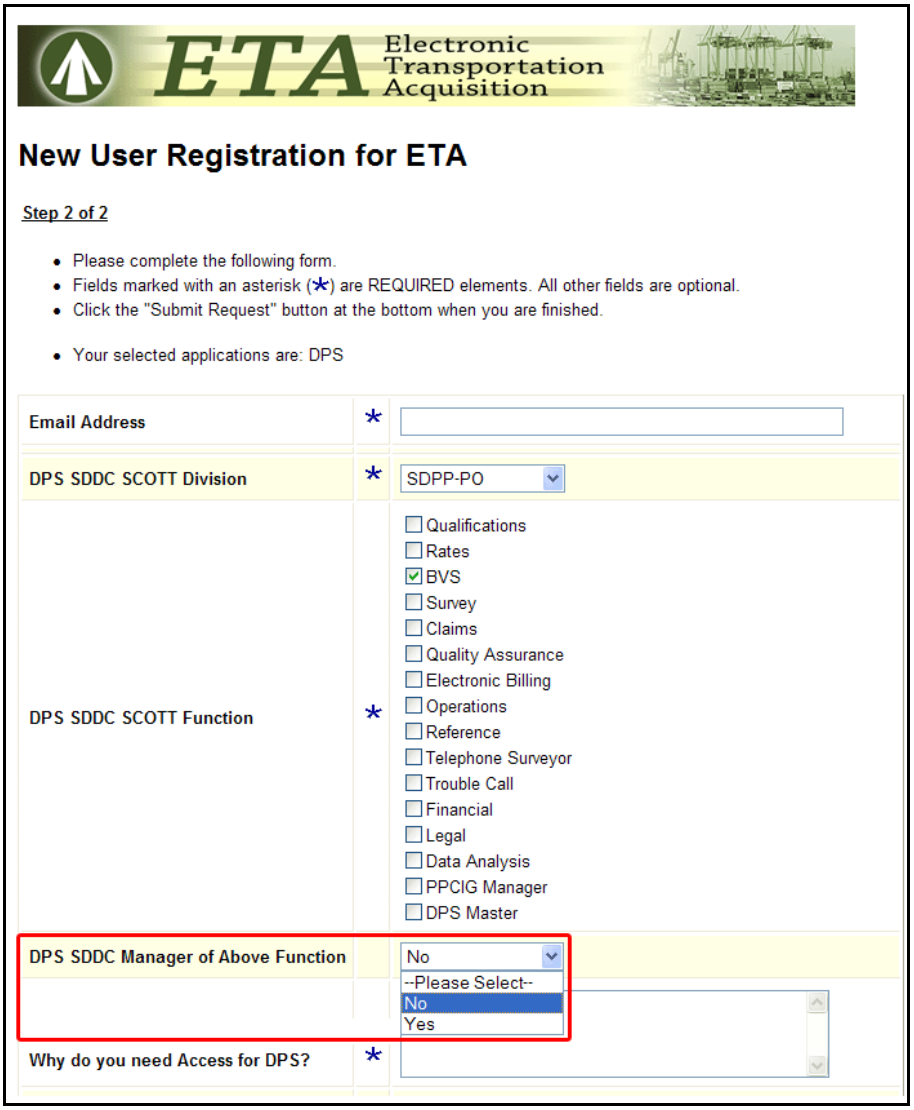
To set a new value, log in to DPS and select the Best Value Scoring tab. On the BVS Home page, click the *Short Fuse Parameters* link to access the new Short Fuse Parameters page.



To set a new value, select a listed option in the Number of Days drop-down field, and then click the calendar icon to select an Effective Date. Click the Add Record button to save the new values.

To delete a value defined in the system with an Effective Date in the future, click the Delete icon.

Note: SDDC DPS Master Users and SDDC BVS Users must select the "No" response to the "DPS SDDC Manager of Above Function" option when registering on the ETA web site to view "Short Fuse Parameters," "Parameters for Best Value Score Calculation," "BVS Status Log," and "Shipment Distribution" functions (see ETA form, captured below).

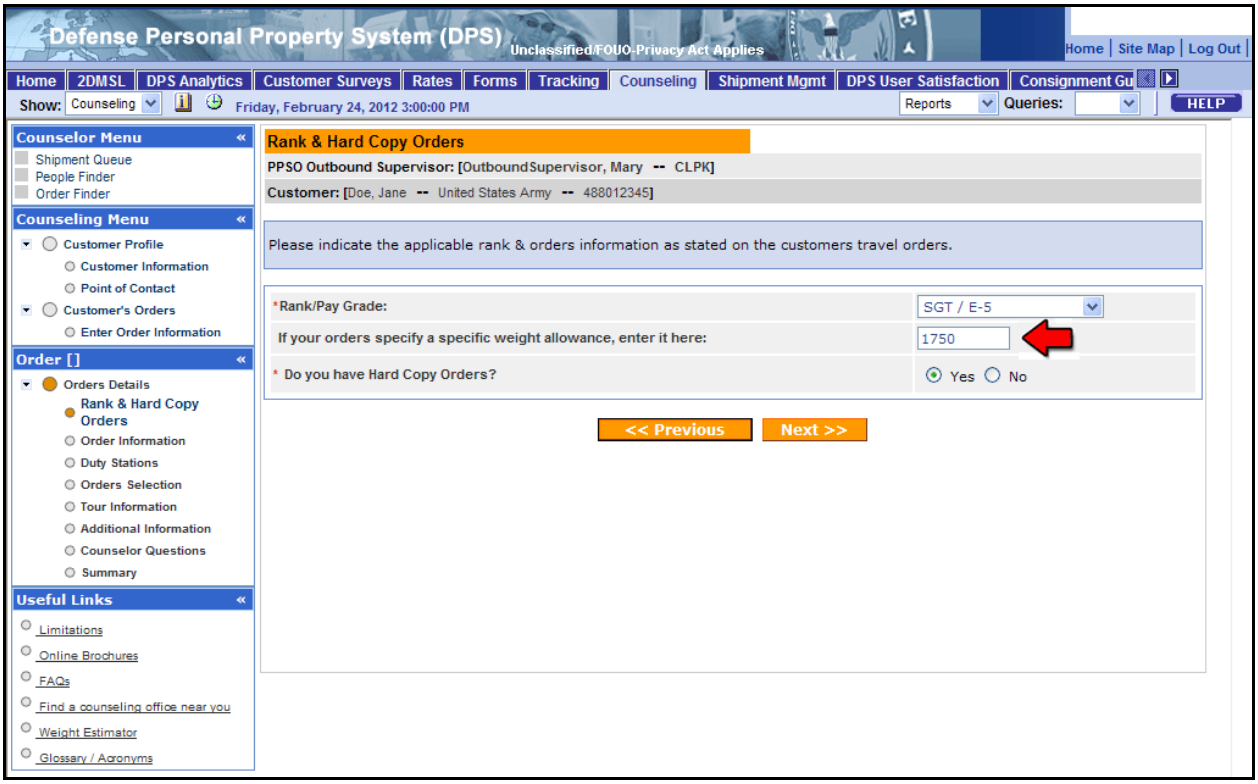


When registering on the ETA site, a DPS BVS or DPS Master must select the “No” option in the “DPS SDDC Manager of Above Function” field in order to gain write access to the Short Fuse Parameters function.

SCR 5639 – Multiple Cosmetic changes

Users: Counselor, PPSO Outbound Supervisor, and DoD Customer

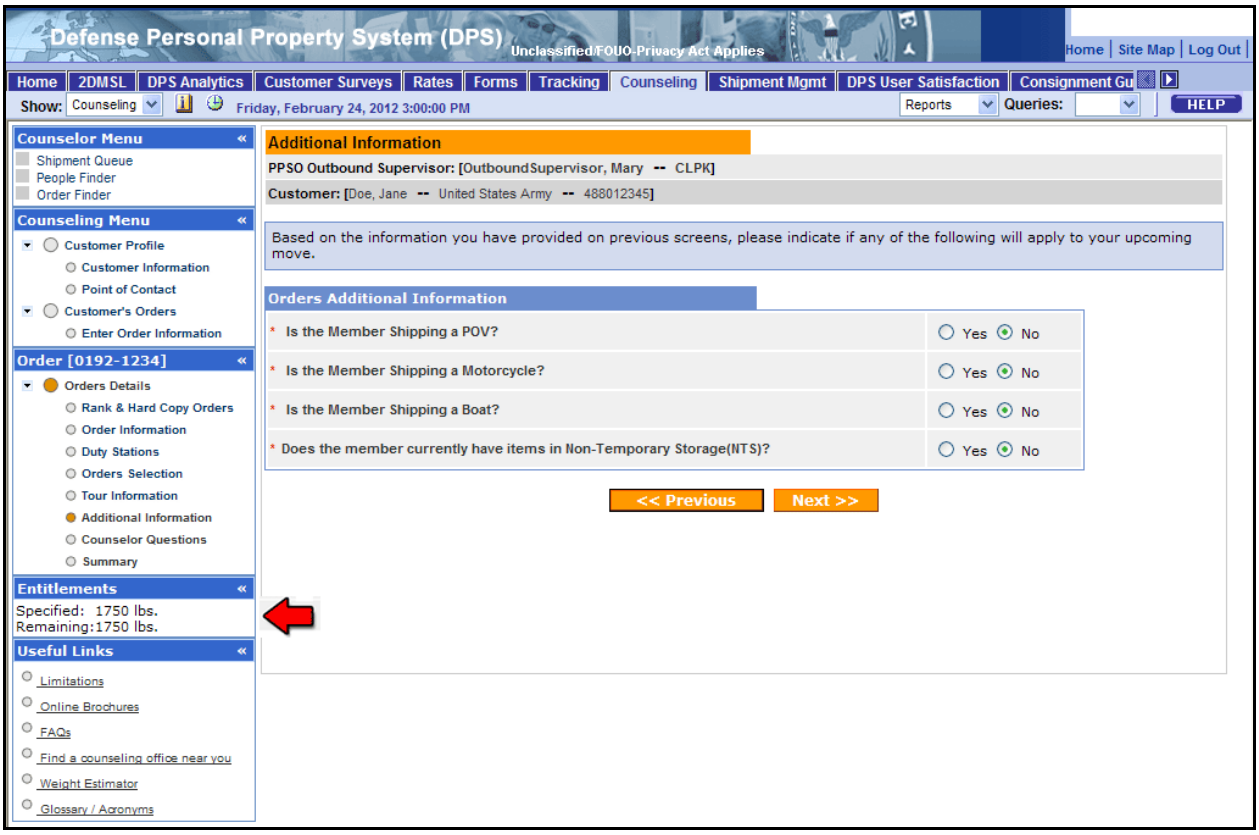
The JTR/JFTR weight allowance derived based on the member's grade using reference data or orders specific weight entered on the **Rank & Hard Copy Orders** page is displayed on the Entitlement Summary page under the customer's orders information. Changes associated with SCR 5639 in release 1.4.09 allow the DoD Customer, Counselor, or PPSO Outbound Supervisor to enter a Weight Allowance value on the **Rank & Hard Copy Orders** page that will overwrite the value defined in JTR/JFTR reference data. The value entered on this page will appear on the Entitlement Summary page and in the Entitlement field presented in the left navigation bar.



If a user selects the "No" radio button options for the "Do you have Hard Copy Orders" and "Have you been issued a Letter In Lieu of Orders?" questions, DPS presents a revised message:

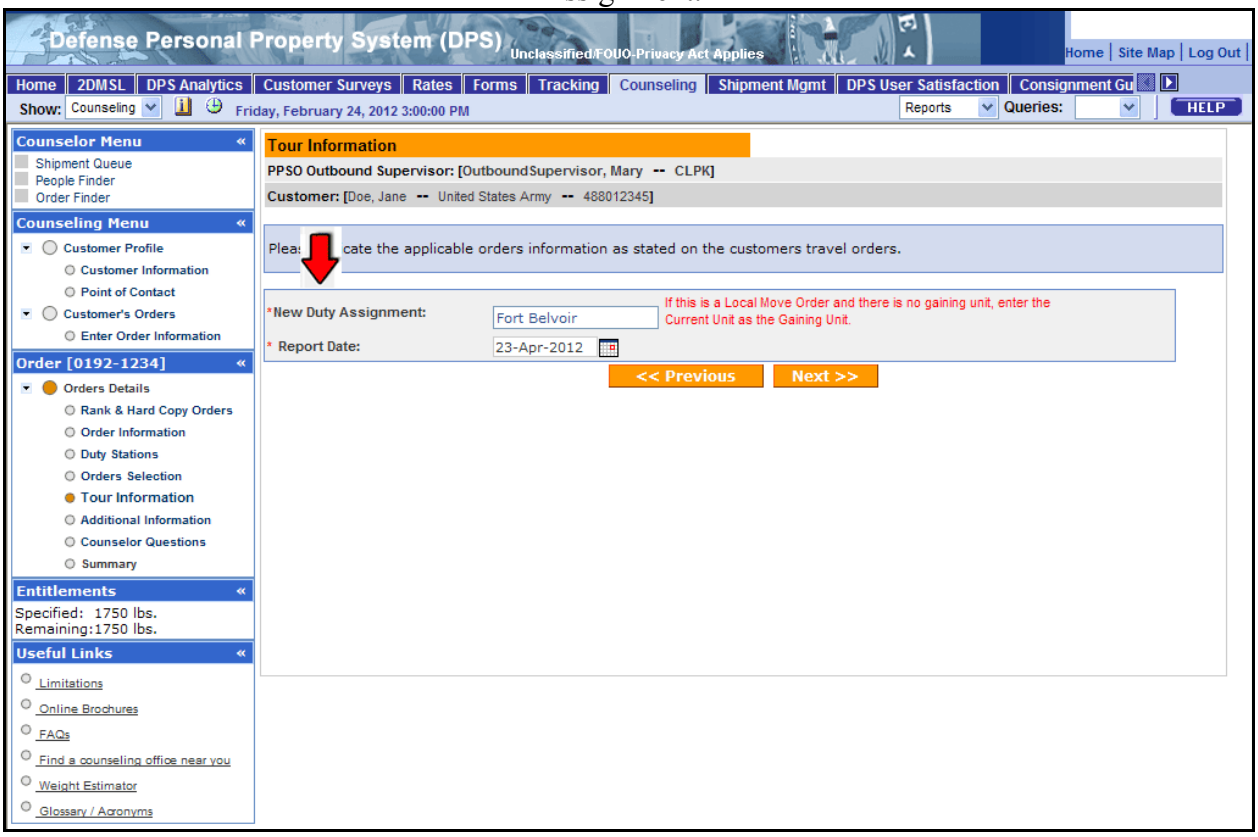
"*It will not be possible to continue processing your move until you are in possession of either a hard copy of your orders or an official letter in lieu of orders. Please contact your military or civilian personnel office to obtain a copy of your orders or a letter in lieu of orders.*"

On the **Additional Information** page, the field used to enter a weight value for shipments with an Order Type of Temporary Duty School Less than 20 Weeks – Return to PDS is no longer presented on that page. Users enter a value on the Rank & Hard Copy Orders page instead.

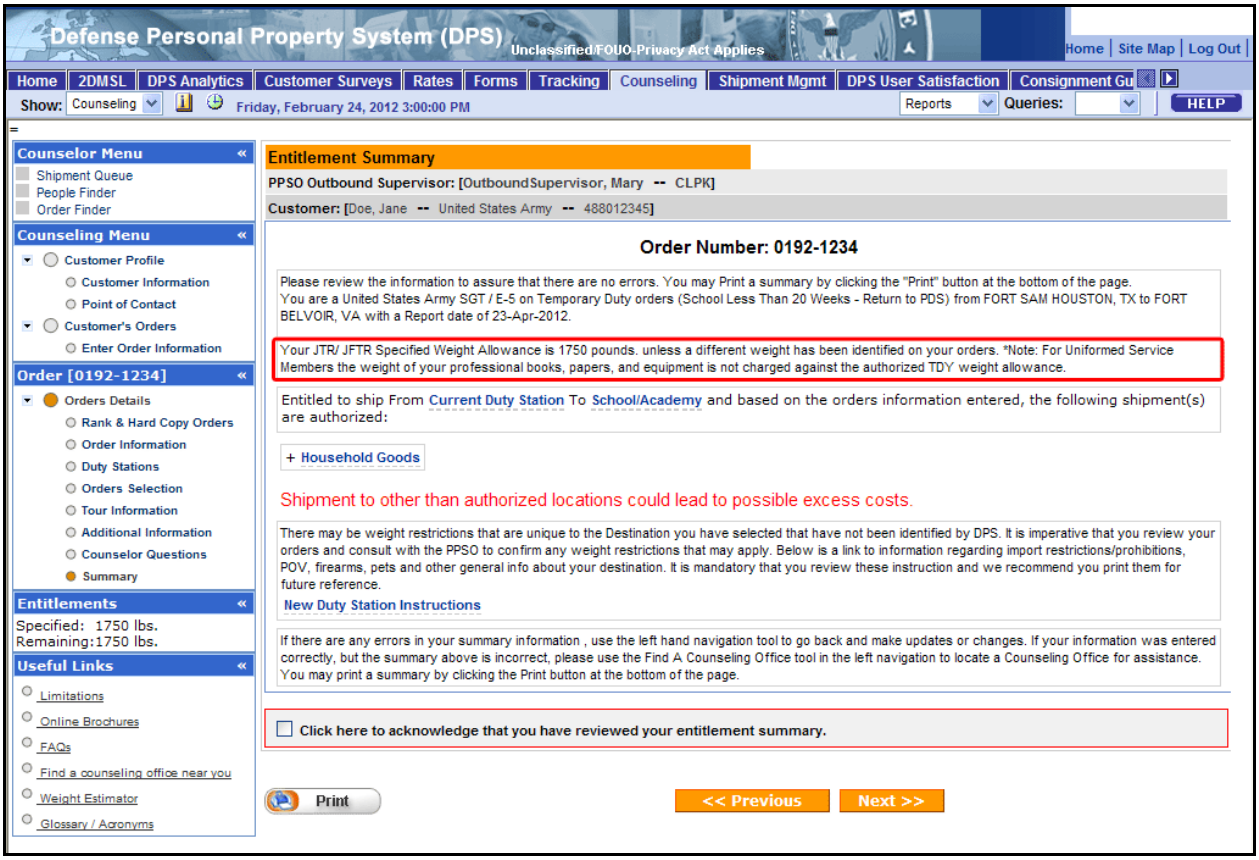


Other changes introduced in the 1.4.09 release include the following:

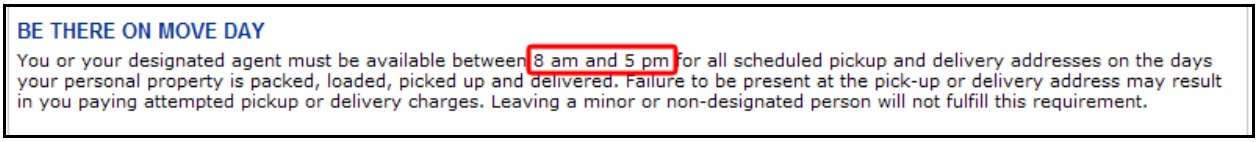
- On the **Tour Information** page, the field formerly labeled "Gaining Unit" is now titled "New Duty Assignment."



- On the **Entitlement Summary** page, a revised note identifies the weight allowance using a value derived from the member's Rank/Pay Grade or the weight value specified on the Rank & Hard Copy Orders page.



- On the Customer Responsibilities page, references to "8 a.m and 5 p.m" were changed to "8 am and 5 pm."



SCR 5639 – DPS Cosmetic Changes (Counseling)

Users: All users with access to the affected pages, as noted below.

Before:	After:
Rank & Hard Copy Orders Page (if "No" selected for Hardcopy Orders and Letter-in-lieu questions: It will not be possible to continue processing your orders until you are in possession of either a hard copy of your orders or an official letter in lieu of orders. Please contact your local counseling office	**Rank & Hard Copy Orders Page** (if "No" selected for Hardcopy Orders and Letter-in-lieu questions: It will not be possible to continue processing your move until you are in possession of either a hard copy of your orders or an official letter in lieu of orders. Please contact your military or civilian personnel office to obtain a copy of your orders or a letter in lieu of orders.
Summary/Entitlement Summary Page *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment will not count against your JFTR weight allowance.	**Summary/Entitlement Summary Page** *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment is not charged against the authorized PCS and TDY weight allowance. The professional books, papers, and equipment for a Uniformed Service Member's non-member spouse may not exceed 500 pounds.
For Order Type "Temporary Duty" and Authorized option of *School Less than 20 weeks – Return to PDS* selected: Your JTR/ JFTR TDY Weight Allowance is 400 pounds; The weight of all shipments (Household Goods (HHG), Unaccompanied Baggage (UB) and Non-Temporary Storage) will count against your total JTR/ JFTR weight allowance. *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment will not count your JFTR weight allowance.	For Order Type "Temporary Duty" and Authorized option of *School Less than 20 weeks – Return to PDS* selected: Your JFTR TDY weight allowance is [Insert TDY weight allowance weight from current reference data] pounds unless a different weight has been identified on your orders. *Note: For Uniformed Service Members the weight of your professional books, papers, and equipment is not charged against the authorized TDY weight allowance.

SCR 6675 – Origin Agent Email Verbiage Change

Users: PPSO Outbound Supervisor, TSPMaster, DoD Customer, SDDC Users

SCR 6675 defines changes to content sent to DoD Customers in automated email notifications routed after a TSP accepts a shipment award, three (3) days before a Planned/Agreed Packing Begin Date, and any time a user updates specific field information on the View/Edit Shipment Information page.

Refer to the Appendix A for the full text of the revised email messages.

Significant changes include the following:

- The email sent after a TSP accepts a shipment award now places the TSP commercial phone number above its toll-free number, offers additional text about the role of the servicing agent and shipments released out of non-temporary storage, and lists the Planned Pack Start Date.
- The email sent to a DoD Customer three days before the Planned/Agreed packing Begin Date also places the TSP commercial phone number above its toll-free number, offers additional text about shipments released out of non-temporary storage, and lists the Planned Pack Start Date.
- The email sent after a change to field information on the View/Edit Shipment Information page now identifies any changes made to the origin or destination servicing agent, and lists the TSP commercial phone number above its toll-free number.

SCR 6675 – Email Content

An email is sent to the Customer in the following situations. Changes to email content are highlighted.

- **The TSP selects or enters an Origin Agent and accepts a shipment**:

  From: The Defense Personal Property System
  To: [Customer's Primary and Secondary Email Addresses]
  Subject: Outbound Personal Property Shipment Confirmation

  Your outbound personal property shipment has been booked with the following Transportation Service Provider (TSP):

  [TSP] e.g., (XYZD) XYZD FORWARDING, INC.

  [TSP Commercial Telephone Number in ETOSSS] Primary Phone: e.g., 202-xxx-xxx

  [TSP Toll Free Telephone Number in ETOSSS] Secondary Phone: e.g., 800-xxx-xxxx

  A representative of the Transportation Service Provider (TSP) should contact you within 3 business days to provide you with their contact information. Your requested dates are not guaranteed, but the TSP, or its representative, will work with you to set up a pre-move survey date and accommodate your requested pack and pickup dates.

  If the TSP has appointed a local agent to service your shipment at origin, it will be shown below. If the TSP's name appears again in this field, it means they have not yet appointed a local agent. As soon as the TSP has selected a local agent and updated DPS, you will receive another DPS email advising you who the servicing agent is.

  [Servicing Agents Name] e.g., B TRANSFER INC (ID)

  [Servicing Agents Address] e.g., 890 W. AIR BASE ROAD

  [Servicing Agents City, State, Zip] e.g., MOUNTAIN HOME, ID 83647

[Contact Phone Number] Phone: e.g., 208-587-8464

The information below is provided for your convenience:

FOR RESIDENCE PICKUPS: Once you have spoken to the TSP or its local representative and have confirmed the scheduled pack and/or pickup date, you or your releasing agent need to be available at your pickup address between 8 am and 5 pm on those agreed upon date(s). If requested, the day prior the TSP will provide you with an estimated "morning" or "afternoon" start time.

FOR SHIPMENTS RELEASING OUT OF GOVERNMENT PAID STORAGE (E.G. NON TEMPORARY STORAGE): You or your releasing agent can be present on the day of pickup from the warehouse, but it is not required for you to be available.

If the Pickup Address, City, State or Zip code needs to be modified, please log into DPS and make the necessary corrections or contact your local Transportation or Counseling office. If the Requested Pickup Date needs to be modified please contact the TSP.

Bill of Lading Number: [GBL/BL Number]

Estimated Weight: [Estimated Weight] e.g., 4,000

Planned Pack Start Date: [Packing Start Date] e.g., 08 Apr 2011

Requested Pickup Date: [Requested Pickup Date] e.g., 09 Apr 2011

Requested Pickup Address:

[Members Requested Pickup Address] e.g., 1300 TARA CT

[Members Requested Pickup City, State, Zip Code] e.g., MOUNTAIN HOME AFB, ID 83648

"The information contained in this email may contain Privacy Act information and is therefore protected under the Privacy Act of 1974." Failure to protect Privacy Act information could result in a $5,000 fine.

- **Shipment Confirmation Reminder-** (three (3) business days or less before the Planned/Agreed Packing Begin Date defined for a shipment) :

From: The Defense Personal Property System
To: [Customer's Primary and Secondary email addresses]
Subject: Outbound Personal Property Shipment Confirmation

This is a reminder that you have a personal property shipment scheduled to begin packing/loading in 3 business days or less. The information below is provided for your convenience:

FOR RESIDENCE PICKUPS: Please ensure you are available at your pickup address between 8 am and 5 pm on the date(s) scheduled with the Transportation Service Provider (TSP) as shown below. If a TSP has not contacted you, immediately contact your local transportation office or your TSP as your date may not be confirmed.

FOR SHIPMENTS RELEASING OUT OF GOVERNMENT PAID STORAGE (E.G. NON TEMPORARY STORAGE): You or your releasing agent can be present on the day of pickup from the warehouse, but it is not required for you to be available.

If the Pickup Address, City, State or Zip code needs to be modified, please log into DPS and make the necessary corrections or contact your local Transportation or Counseling office. If the Requested Pickup Date needs to be modified please contact the TSP.

Transportation Service Provider

[TSP] e.g., (XYZD) XYZD FORWARDING, INC.

[TSP Commercial Telephone Number] Primary Phone: e.g., 202-xxx-xxxx

[TSP Toll Free Number] Secondary Phone: e.g., 800-xxx-xxxx

Local Servicing Representative

[Servicing Agents Name] e.g., B TRANSFER INC (ID)

[Servicing Agents Address] e.g., 890 W. AIR BASE ROAD

[Servicing Agents City, State, Zip] e.g., MOUNTAIN HOME, ID 83647

[Contact Phone Number] e.g., 208-587-8464

Bill of Lading number: [GBL/BL Number]

Estimated Weight: [Estimated Weight] e.g., 4,000

Planned Pack Start Date: [Packing Start Date] e.g., 08 Apr 2011

Planned Pickup Date: [Planned Pickup Date] e.g., 09 Apr 2011

Pickup Address:

[Members Pickup Address]

e.g., 1300 TARA CT

e.g., MOUNTAIN HOME AFB, ID 83648

"The information contained in this email may contain Privacy Act information and is therefore protected under the Privacy Act of 1974." Failure to protect Privacy Act information could result in a $5,000 fine.

- **Shipment Information is modified:**

From: Defense Personal Property System
To: [Customer's Primary and Secondary Email Addresses]
Subject: RECENT CHANGE TO YOUR SHIPMENT INFORMATION

Information related to your shipment scheduled to be picked up on [Insert Planned Pickup Date] from [Insert Pickup City, Insert Pickup State/Country] shipping to [Insert Destination City, Insert Destination State/Country] moved under BL number [Insert BL Number Here] has been modified.

1. The following information has been recently changed:

a. Pickup Address Changed to:

[Insert New Shipment Primary Pickup Address Street]

[Insert New Shipment Primary Pickup Address City/State/Zip]

b. Delivery Address Changed to:

[Insert New Shipment Primary Delivery Address Street]

[Insert New Shipment Primary Delivery Address City/State/Zip]

c. Primary Phone Number Changed to:

[Insert New DOD Customer Primary Phone Number]

d. Email Address Changed to:

[Insert New DOD Customer Primary Email Address]

e: Planned Pack Date Changed to:

[Insert New Planned Pack Date]

f: Planned Pick Up Date Changed to:

[Insert New Planned Pick up Date]

g: Required Delivery Date Changed to:

[Insert New Required Delivery Date]

h: Planned Delivery Date Changed to:

[Insert New Planned Delivery Date]

i: Releasing Agent Changed to:

[Insert New Releasing Agent]

j: Receiving Agent Changed to:

[Insert New Receiving Agent]

k: Origin Servicing Agent Changed to:

[Insert New Origin Servicing Agent]

l: Destination Servicing Agent Changed to:

[Insert New Destination Servicing Agent]

2. Should you have a question concerning this information, contact your Transportation Office or Transportation Service Provider (TSP).

Origin Transportation Office Phone: [Insert Origin Outbound Transportation Office Telephone Number]

Destination Transportation Office Phone: [Insert Destination Inbound Transportation Office Telephone Number]

[(Insert SCAC) Insert TSP Name]

[Insert TSP Commercial Telephone Number] Primary Phone:

[Insert TSP Toll Free Number] Secondary Phone:

The Local Servicing Agent handling your shipment is;

Origin Servicing Agent: [Insert Origin Servicing Agent Name]

Phone: [Insert Origin Servicing Agent Phone Number]

Destination Servicing Agent: [Insert Destination Servicing Agent Name]

Phone: [Insert Destination Servicing Agent Phone Number]

"The information contained in this email may contain Privacy Act information and is therefore protected under the Privacy Act of 1974." Failure to protect Privacy Act information could result in a $5,000 fine.

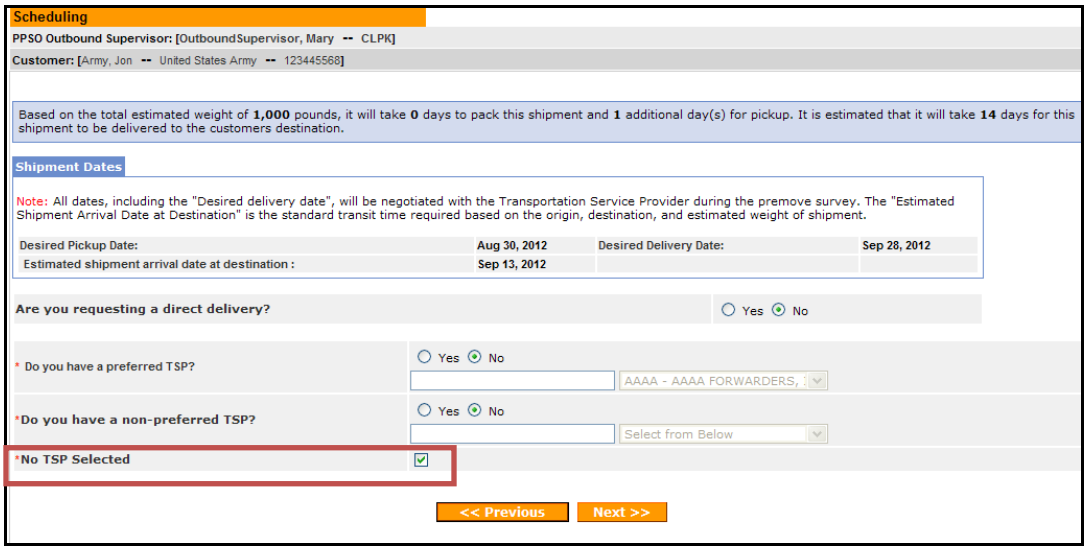
End of Software Change Requests (SCRs) Recap

Software Problem Report (SPR) Changes

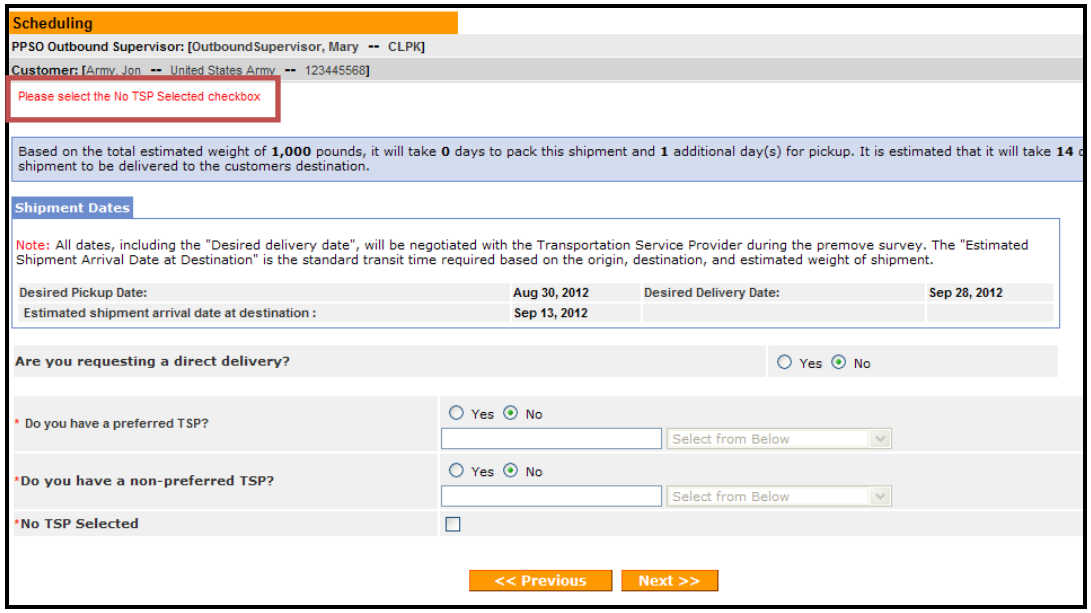
SPR 6071 – Preferred/Non-Preferred TSP none selected is not seen

Users: Counselor, PPSO Outbound Supervisor

Prior to release version 1.4.09, DPS was not displaying a field for the Counselor or PPSO Outbound Supervisor to confirm there was no Preferred/Non-Preferred TSP selection. A mandatory field has now been added to the Scheduling Page labeled "No TSP Selected." If the user selects the "No" option for both the Preferred and Non Preferred questions, the Counselor or PPSO Outbound Supervisor is required to check the "No TSP Selected" box before proceeding to the next page.



If the "No" option is selected for both questions and the Counselor or PPSO Outbound Supervisor has not checked the "No TSP Selected" checkbox and clicks the Next button to proceed to the next page, DPS displays an error message (see below) at the top of the page – "Please select the No TSP Selected checkbox."



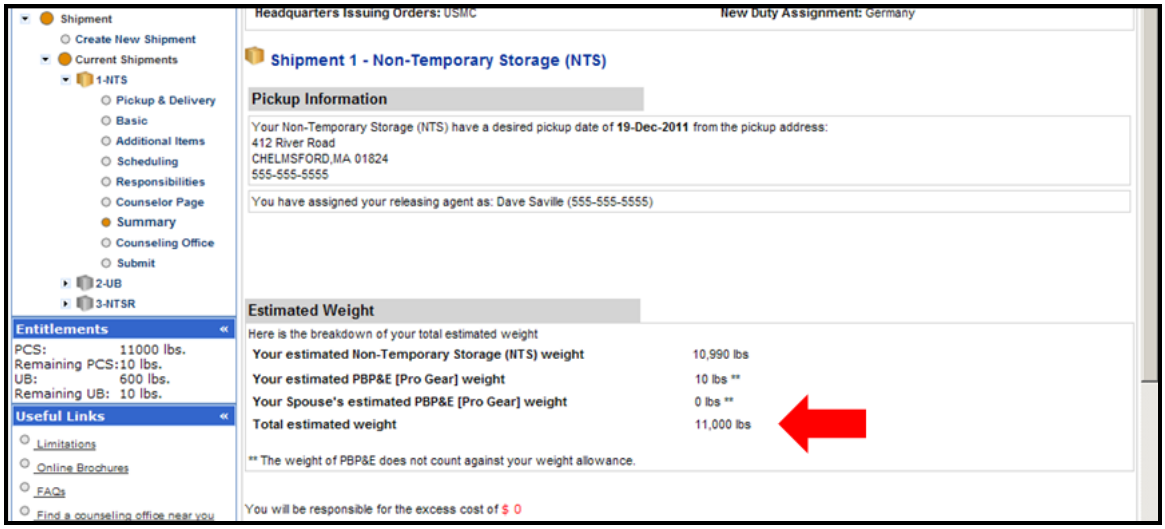
SPR 6494 – NTS weight calculation

Users: DoD Customer, Counselor, and PPSO Outbound Supervisor

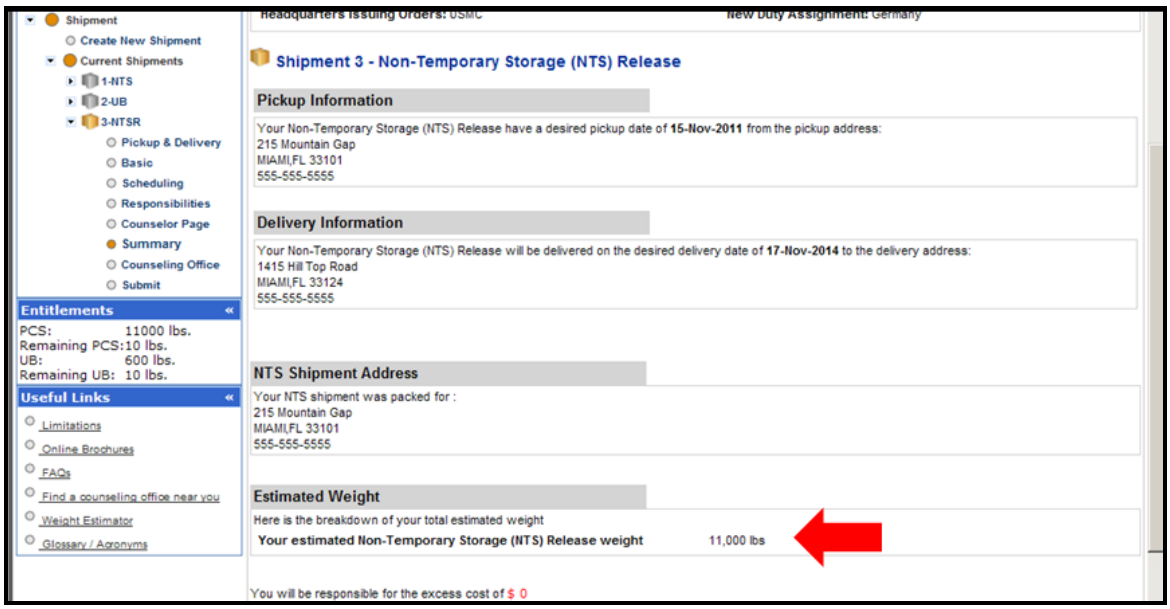
Prior to the release 1.4.09 when creating a NTS shipment and subsequent NTSR record on the same set of orders for release the PCS weight entitlement calculated incorrectly.

Using pre-existing data, we can see this change by performing the following:

1. Log in as a PPSO Outbound Supervisor.
2. Navigate to the Counseling module.
3. Locate a customer's Orders with an iUB, NTS, and NTSR shipment.
4. Navigate to the NTS shipment, then to the Summary page.
5. Note that the "Total estimated weight" is equal to 11,000 lbs.



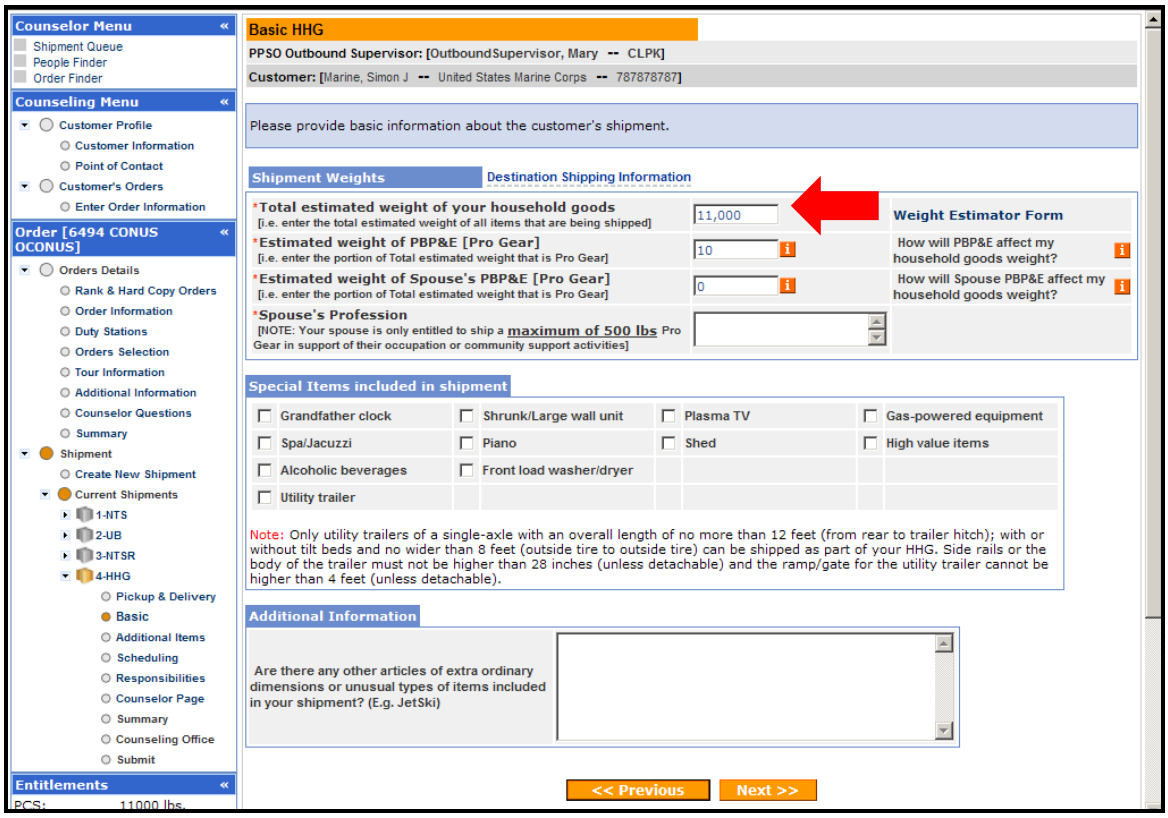
6. Navigate to the NTSR shipment, then to the Summary page.
7. Note that "Your estimated Non-Temporary Storage (NTS) Release weight" is equal to 11,000 lbs.



8. Click **Next**.

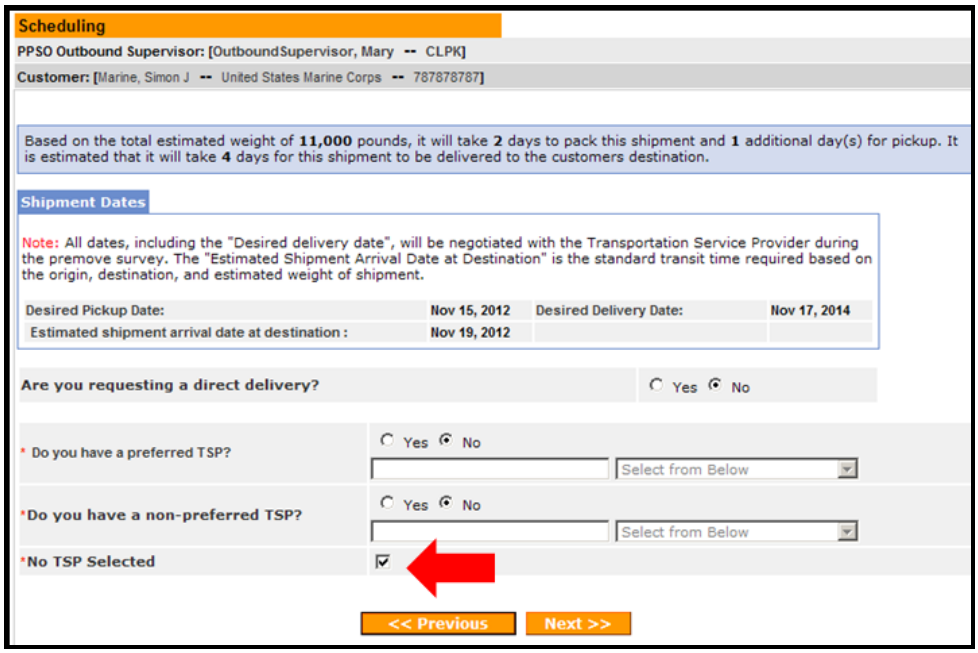
9. On the Counseling Office Page under the Auto-Create Shipment section, click **Create**.

10. Navigate to the Basic page of the new HHG shipment.
11. Verify that the "Total estimated weight of your household goods" is equal to 11,000.

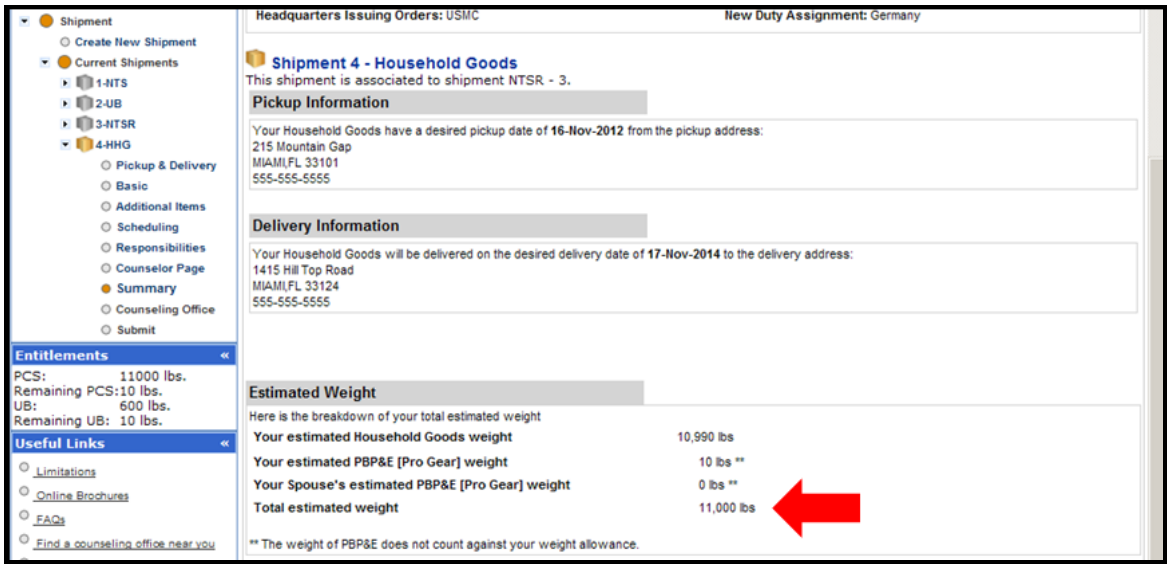


12. Complete the pages until the Scheduling page is visible.
13. Select **No** for the **Do you have a preferred TSP?** and **Do you have a non-preferred TSP?** prompts.

14. Verify that the **No TSP Selected** check-box is visible and is a required field. (SPR 6071.)



15. Complete the pages until the Summary page is visible.
16. Verify that the "Total estimated weight" is equal to 11,000 lbs.

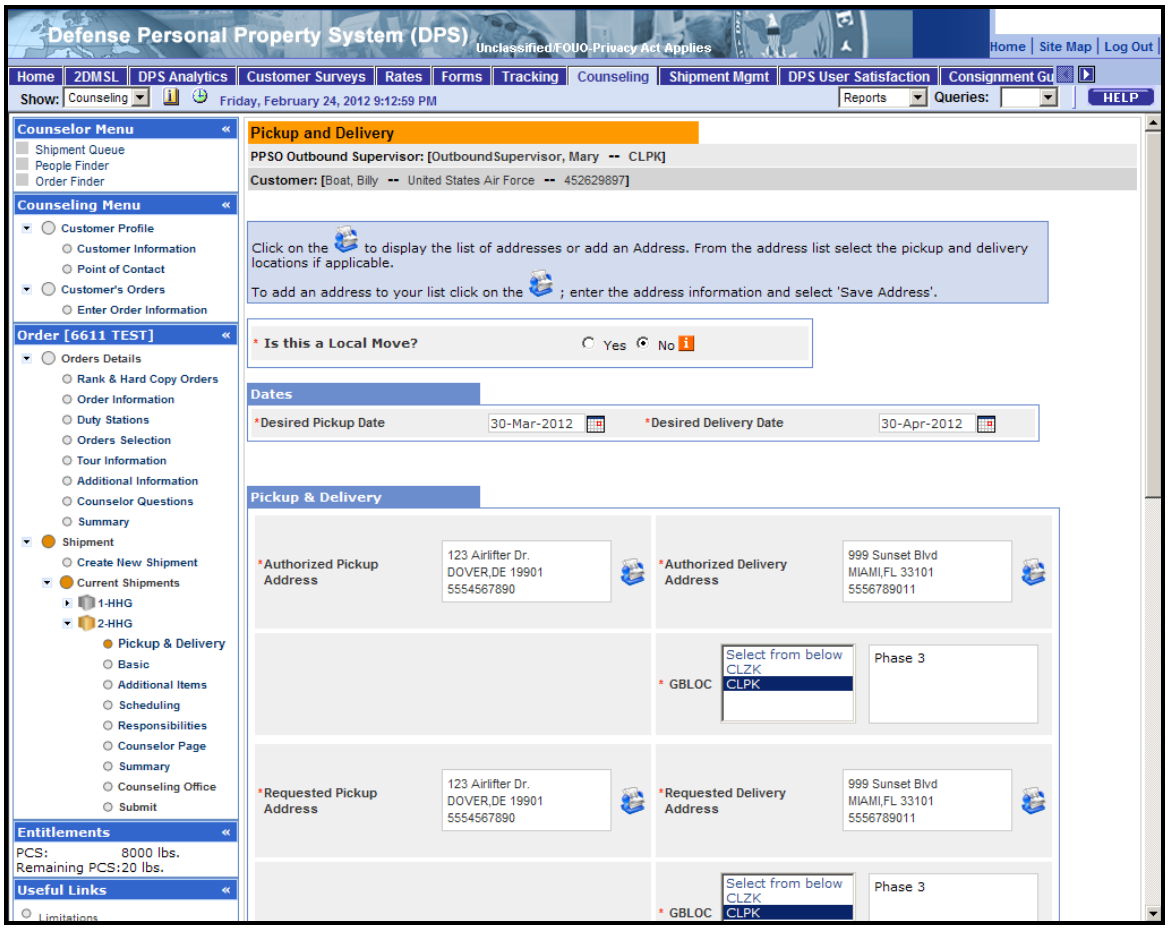


SPR 6572 – Core error in Counseling

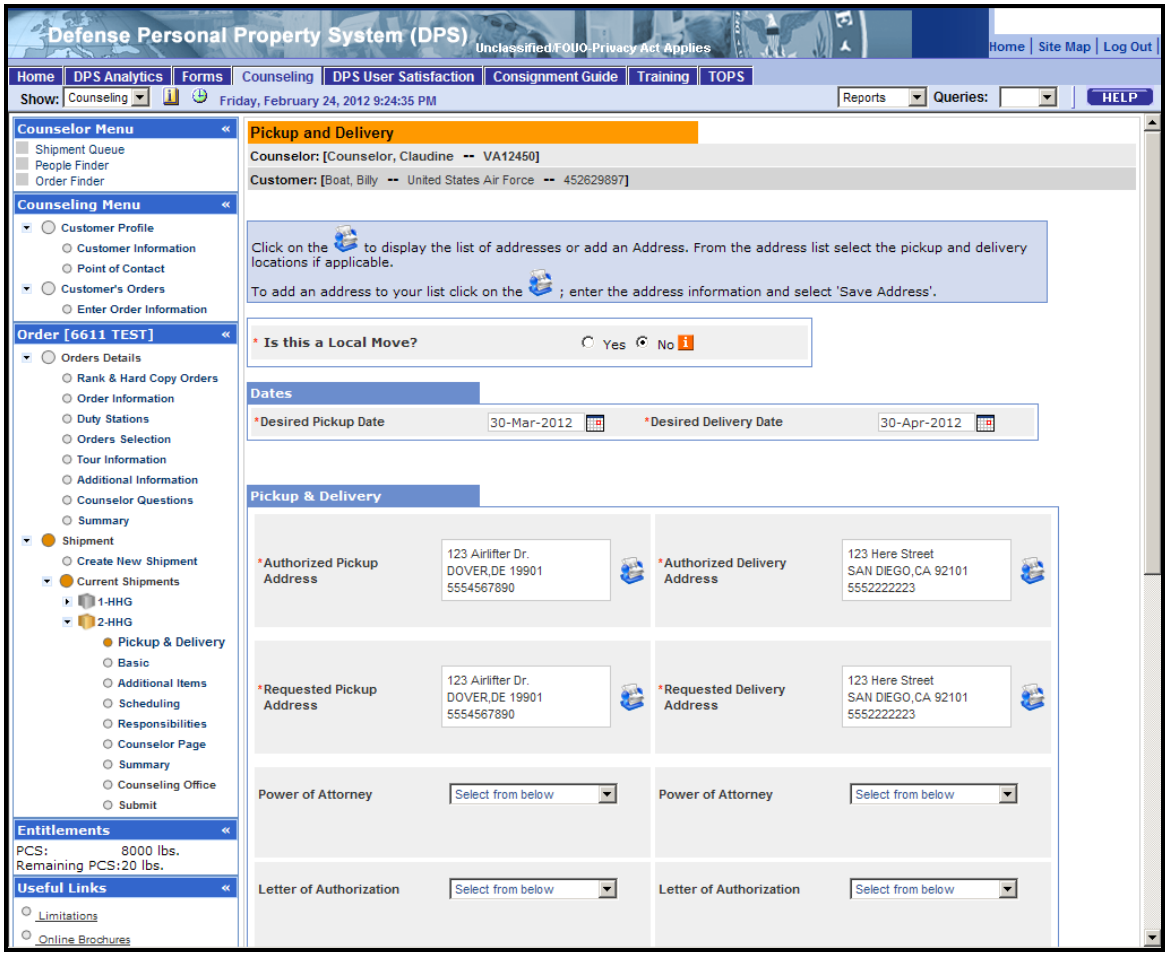
Users: DoD Customer, Counselor, PPSO Outbound Supervisor

This issue occurred when one user accessed a shipment in Counseling and did not perform an action for more than five minutes. The shipment lock expired, and another user was able to make changes to the shipment. When the original user returned to the shipment, they would receive a core error. With the deployment of the 1.4.09 release, if the lock expires and another user performs a change, DPS will correctly handle the error.

Beginning with a PPSO Outbound Supervisor, we see in the image below a shipment From Dover, DE to Miami, FL for customer Billy Boat.



Next we wait five minutes, log in as a Counselor, and change the delivery addresses from Miami, FL to San Diego, CA, as shown in the image below.



Next we return to the PPSO Outbound Supervisor, and try to move forward to the HHG Basic page. Whereas we would have encountered a core error previously, now we see the following error:

> ATTENTION: "The Shipment Record You Are Trying To Access Has Been Updated By Another User (coun0201)" Refreshed with updated information.

We can also see this error in the image below.

Defense Personal Property System (DPS) Unclassified/FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | 2DMSL | DPS Analytics | Customer Surveys | Rates | Forms | Tracking | Counseling | Shipment Mgmt | DPS User Satisfaction | Consignment Gu

Show: Counseling | Friday, February 24, 2012 9:27:26 PM | Reports | Queries: | HELP

Counselor Menu
- Shipment Queue
- People Finder
- Order Finder

Counseling Menu
- Customer Profile
  - Customer Information
  - Point of Contact
- Customer's Orders
  - Enter Order Information

Order [6611 TEST]
- Orders Details
  - Rank & Hard Copy Orders
  - Order Information
  - Duty Stations
  - Orders Selection
  - Tour Information
  - Additional Information
  - Counselor Questions
  - Summary
- Shipment
  - Create New Shipment
  - Current Shipments
    - 1-HHG
    - 2-HHG
      - Pickup & Delivery
      - Basic
      - Additional Items
      - Scheduling
      - Responsibilities
      - Counselor Page
      - Summary
      - Counseling Office
      - Submit

Entitlements
PCS: 8000 lbs.
Remaining PCS: 20 lbs.

Useful Links
- Limitations

Pickup and Delivery

PPSO Outbound Supervisor: [OutboundSupervisor, Mary -- CLPK]

Customer: [Boat, Billy -- United States Air Force -- 452629897]

ATTENTION: "The Shipment Record You Are Trying To Access Has Been Updated By Another User (coun0201)"

Refreshed with updated information.

Locked by coun0201

Click on the to display the list of addresses or add an Address. From the address list select the pickup and delivery locations if applicable.

To add an address to your list click on the ; enter the address information and select 'Save Address'.

* Is this a Local Move? Yes No

Dates

*Desired Pickup Date 30-Mar-2012 *Desired Delivery Date 30-Apr-2012

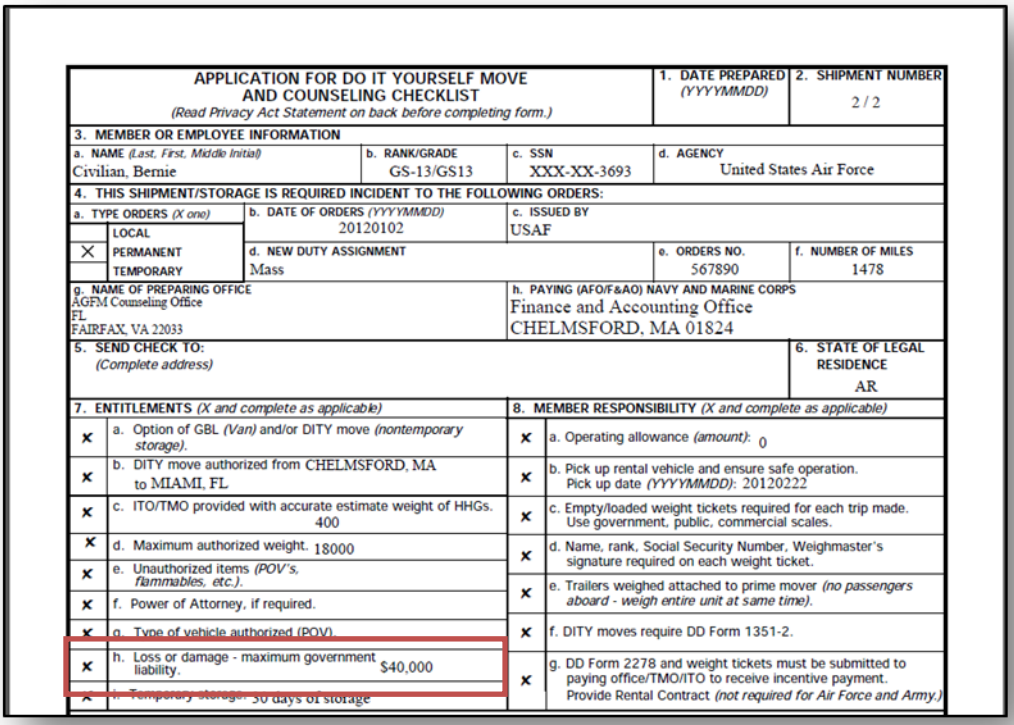
Pickup & Delivery

*Authorized Pickup Address	123 Airlifter Dr. DOVER,DE 19901 5554567890	*Authorized Delivery Address	999 Sunset Blvd MIAMI,FL 33101 5556789011
		* GBLOC	Select from below CLZK CLPK Phase 3
*Requested Pickup Address	123 Airlifter Dr. DOVER,DE 19901 5554567890	*Requested Delivery Address	999 Sunset Blvd MIAMI,FL 33101 5556789011

SPR 6517 – DD Form 2278 block 7(h)

Users: DoD Customer, Counselor, and PPSO Outbound Supervisor

Prior to release 1.4.09, block 7(h) of the DD Form 2278 displayed the incorrect loss or damage liability amount of $50,000. The form has been corrected and now displays $40,000/Basic Coverage in block 7(h).



APPLICATION FOR DO IT YOURSELF MOVE AND COUNSELING CHECKLIST
(Read Privacy Act Statement on back before completing form.)

1. DATE PREPARED (YYYYMMDD)
2. SHIPMENT NUMBER: 2 / 2

3. MEMBER OR EMPLOYEE INFORMATION
a. NAME (Last, First, Middle Initial): Civilian, Bernie
b. RANK/GRADE: GS-13/GS13
c. SSN: XXX-XX-3693
d. AGENCY: United States Air Force

4. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:
a. TYPE ORDERS (X one): [ ] LOCAL [X] PERMANENT [ ] TEMPORARY
b. DATE OF ORDERS (YYYYMMDD): 20120102
c. ISSUED BY: USAF
d. NEW DUTY ASSIGNMENT: Mass
e. ORDERS NO.: 567890
f. NUMBER OF MILES: 1478
g. NAME OF PREPARING OFFICE: AGFM Counseling Office, FL, FAIRFAX, VA 22033
h. PAYING (AFO/F&AO) NAVY AND MARINE CORPS: Finance and Accounting Office, CHELMSFORD, MA 01824

5. SEND CHECK TO: (Complete address)
6. STATE OF LEGAL RESIDENCE: AR

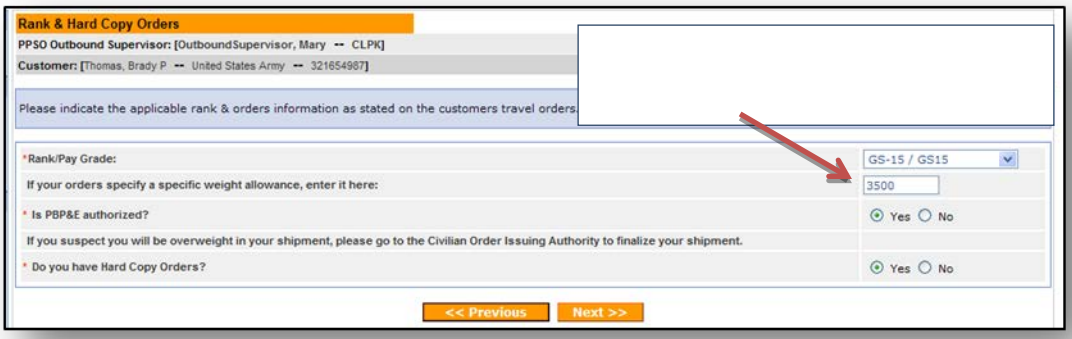
7. ENTITLEMENTS (X and complete as applicable)
- [X] a. Option of GBL (Van) and/or DITY move (nontemporary storage).
- [X] b. DITY move authorized from CHELMSFORD, MA to MIAMI, FL
- [X] c. ITO/TMO provided with accurate estimate weight of HHGs. 400
- [X] d. Maximum authorized weight. 18000
- [X] e. Unauthorized items (POV's, flammables, etc.).
- [X] f. Power of Attorney, if required.
- [X] g. Type of vehicle authorized (POV).
- [X] h. Loss or damage - maximum government liability. $40,000
- [X] i. Temporary storage: 30 days of storage

8. MEMBER RESPONSIBILITY (X and complete as applicable)
- [X] a. Operating allowance (amount): 0
- [X] b. Pick up rental vehicle and ensure safe operation. Pick up date (YYYYMMDD): 20120222
- [X] c. Empty/loaded weight tickets required for each trip made. Use government, public, commercial scales.
- [X] d. Name, rank, Social Security Number, Weighmaster's signature required on each weight ticket.
- [X] e. Trailers weighed attached to prime mover (no passengers aboard - weigh entire unit at same time).
- [X] f. DITY moves require DD Form 1351-2.
- [X] g. DD Form 2278 and weight tickets must be submitted to paying office/TMO/ITO to receive incentive payment. Provide Rental Contract (not required for Air Force and Army.)

SPR 6588 – DD Form 1797 does not show Civilian weight allowance

Users: DoD Customer, Counselor, and PPSO Outbound Supervisor

Prior to release 1.4.09, the DD Form 1797 did not display the weight allowance for Civilian users in block 7(2) when they specified a weight on the Rank & Hard Copy Orders page. With this release, if the customer enters a weight in the "If your orders specify a specific weight allowance, enter it here:" field (For example 3500 pounds),



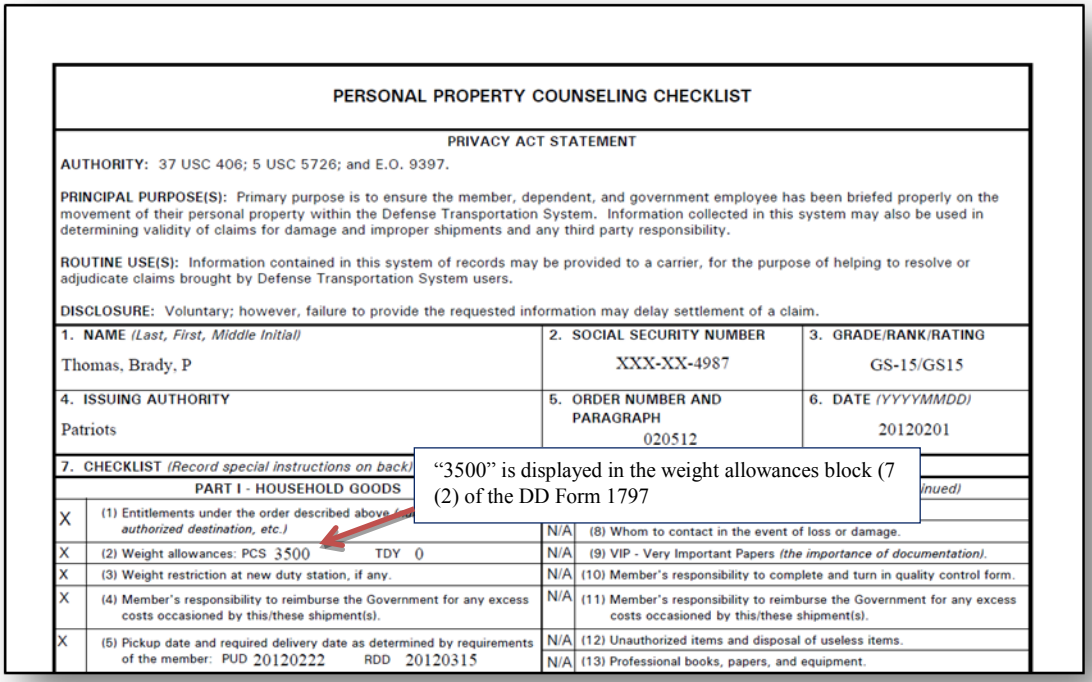
Rank & Hard Copy Orders
PPSO Outbound Supervisor: [OutboundSupervisor, Mary -- CLPK]
Customer: [Thomas, Brady P -- United States Army -- 321654987]

Please indicate the applicable rank & orders information as stated on the customers travel orders.

*Rank/Pay Grade: GS-15 / GS15
If your orders specify a specific weight allowance, enter it here: 3500
* Is PBP&E authorized? Yes No
If you suspect you will be overweight in your shipment, please go to the Civilian Order Issuing Authority to finalize your shipment.
* Do you have Hard Copy Orders? Yes No

<< Previous Next >>

the amount specified appears in block 7 (2) on the DD Form 1797 – Personal Property Counseling Checklist.



PERSONAL PROPERTY COUNSELING CHECKLIST

PRIVACY ACT STATEMENT

AUTHORITY: 37 USC 406; 5 USC 5726; and E.O. 9397.

PRINCIPAL PURPOSE(S): Primary purpose is to ensure the member, dependent, and government employee has been briefed properly on the movement of their personal property within the Defense Transportation System. Information collected in this system may also be used in determining validity of claims for damage and improper shipments and any third party responsibility.

ROUTINE USE(S): Information contained in this system of records may be provided to a carrier, for the purpose of helping to resolve or adjudicate claims brought by Defense Transportation System users.

DISCLOSURE: Voluntary; however, failure to provide the requested information may delay settlement of a claim.

1. NAME *(Last, First, Middle Initial)*	2. SOCIAL SECURITY NUMBER	3. GRADE/RANK/RATING
Thomas, Brady, P	XXX-XX-4987	GS-15/GS15
4. ISSUING AUTHORITY	**5. ORDER NUMBER AND PARAGRAPH**	**6. DATE** *(YYYYMMDD)*
Patriots	020512	20120201

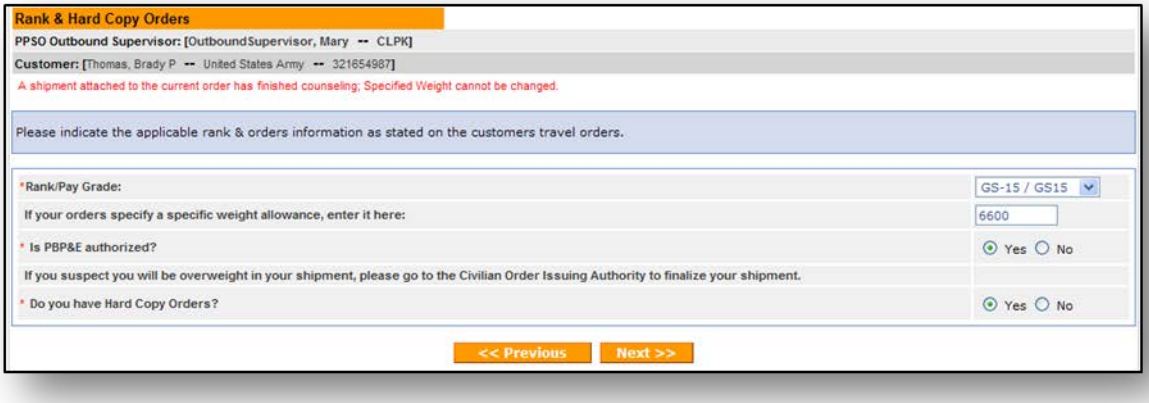
7. CHECKLIST *(Record special instructions on back)*

PART I - HOUSEHOLD GOODS

X	(1) Entitlements under the order described above (authorized destination, etc.)	N/A	(8) Whom to contact in the event of loss or damage.
X	(2) Weight allowances: PCS 3500 TDY 0	N/A	(9) VIP - Very Important Papers *(the importance of documentation).*
X	(3) Weight restriction at new duty station, if any.	N/A	(10) Member's responsibility to complete and turn in quality control form.
X	(4) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).	N/A	(11) Member's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment(s).
X	(5) Pickup date and required delivery date as determined by requirements of the member: PUD 20120222 RDD 20120315	N/A	(12) Unauthorized items and disposal of useless items.
		N/A	(13) Professional books, papers, and equipment.

"3500" is displayed in the weight allowances block (7 (2) of the DD Form 1797

If a user attempts to edit the specified weight after a shipment has already been submitted, they are presented with a warning message at the top of the page: "A shipment attached to the current order has finished counseling. Specified Weight cannot be changed."



Rank & Hard Copy Orders

PPSO Outbound Supervisor: [OutboundSupervisor, Mary -- CLPK]

Customer: [Thomas, Brady P -- United States Army -- 321654987]

A shipment attached to the current order has finished counseling; Specified Weight cannot be changed.

Please indicate the applicable rank & orders information as stated on the customers travel orders.

*Rank/Pay Grade:	GS-15 / GS15
If your orders specify a specific weight allowance, enter it here:	6600
* Is PBP&E authorized?	Yes No
If you suspect you will be overweight in your shipment, please go to the Civilian Order Issuing Authority to finalize your shipment.	
* Do you have Hard Copy Orders?	Yes No

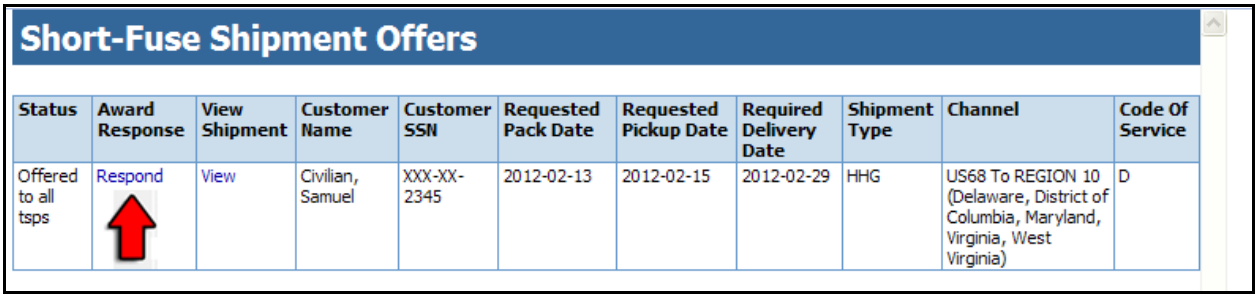
<< Previous Next >>

SPR 6479 – Error Accepting a Short Fuse Shipment

Users: TSP Master and TSP Operations Manager

SPR 6479 identified issues with locking a Short-Fuse shipment record, and presenting TSP users with the GBL number for a shipment and positive confirmation that the shipment acceptance process is complete.

DPS has been updated to lock a Short Fuse shipment when a TSP clicks the *Respond* link on the Short-Fuse Shipment Offer page.



Short-Fuse Shipment Offers

Status	Award Response	View Shipment	Customer Name	Customer SSN	Requested Pack Date	Requested Pickup Date	Required Delivery Date	Shipment Type	Channel	Code Of Service
Offered to all tsps	Respond	View	Civilian, Samuel	XXX-XX-2345	2012-02-13	2012-02-15	2012-02-29	HHG	US68 To REGION 10 (Delaware, District of Columbia, Maryland, Virginia, West Virginia)	D

If another TSP clicks the *Respond* link before the first TSP completes the acceptance process, DPS will present a message that states "*Shipment for (Customer) on order (Number) in status (Offered to all tsps) is no longer available for acceptance. Queue has been refreshed.*" This fix resolves a reported database locking issue. Once the first TSP who clicks the *Respond* link completes the award process, the Short Fuse shipment is no longer listed on the Short-Fuse Shipment Offer page.

When a TSP responds to a shipment offer, they select an origin agent and click a Confirm Acceptance button on the Shipment Award Accepted – Select Agents page. In the 1.4.09 release, the confirmation page has been restored.

Shipment Award Accepted - Finished

Customer Name:	Marine, Simon
Customer SSN:	XXX-XX-8787
Service Branch:	Marines
Order Number:	retest 3828
Order Type:	Permanent Change of Station
Shipment Type:	dHHG
BL/GBL Number:	CLPK0000044
Channel:	US4964400 To REGION 9

This shipment has been accepted. Click the continue button below to return to the Award Queue.

Continue

TSP users can view the GBL number for the shipment on this page, and receive confirmation that the process is complete. Users select a Continue button to return to the Award Queue.

SPR 6587– TSP DPS Award Email Issue

Users: PPSO Outbound, TSP Master

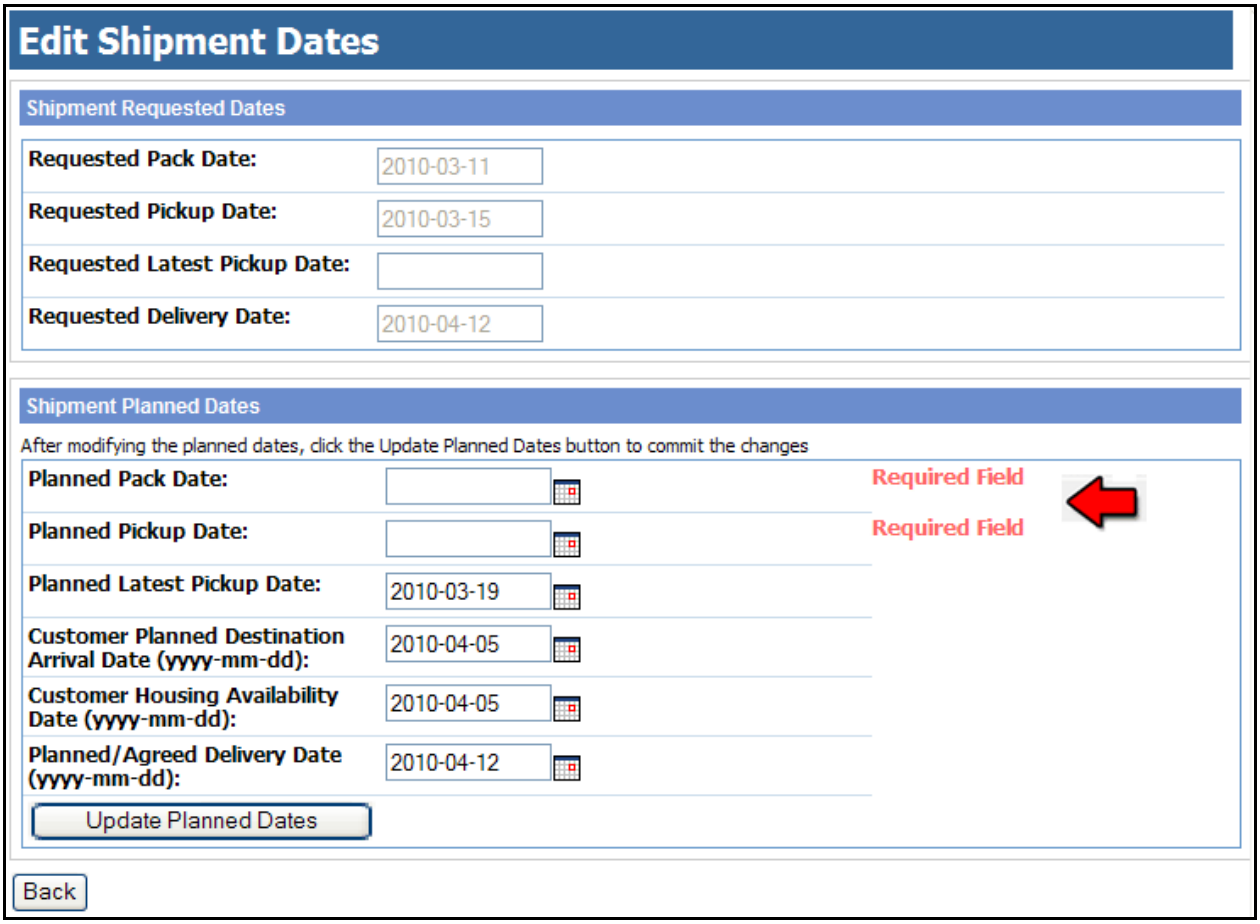
SPR 6587 was defined to address an intermittent issue with DPS failing to send Shipment Award email notifications. Engineers identified a time-out issue between Java and Siebel components, and used a DB View method to replace the Siebel call that failed due to time-out conditions. There are no changes to the email notification, or the user interface associated with this SPR.

SPR 6606 – Core Error Updating Pack and Pickup Dates

Users: PPSO Outbound Supervisor and TSP Master

Changes implemented for SPR 6606 prevent PPSO and TSP users from deleting Planned Pack and Pickup dates values entered with other Premove Survey information. Users can modify the date values, but they may not delete a value without entering another date. When the GBL 1203 is printed, the Pack date (Block 6) and the Pickup date (Block 8) should not be blank.

Users may select the Edit Date option on the View/Edit Shipment Information page. If the date value entered in the Premove Survey is deleted, and the user clicks the Update Planned Dates button, DPS will indicate the fields are required and retain the original value until a new date is selected.



Users may click the calendar icon to select a different value, but may not update to a blank value.

SPR 6608 – PPSO offered to specific TSP; status shows offered to all
Users: PPSO Outbound and Inbound, DoD Customer

SPR 6608 corrects a defect with a database query used to present the status of a shipment in DPS. In the Shipment Award queue, for example, a standard shipment awarded to a TSP would be listed with a status of "Awarded to all tsps" (indicating it was a short fuse shipment). The query has been modified to produce an accurate value for the status of shipments in the Shipment Award queue, Shipment Requests and Correction page, the Pullback Shipments page, and the Shipments and Status page presented to DoD Customers. Other than presentation of the correct status value, this SPR did not introduce any changes to the user interface.

Award Shipments

Click the column header to sort the list by that column. Use the Display Count dropdown to select the number of rows to display on the page. Use the arrows and page number links at the bottom to scroll between the pages.

Last Name:
SSN/EIN:
Filter Clear Refresh

Status	Award Shipment	View/Edit Shipment	Customer Name	Customer SSN	Orders Number	Requested Pack Date	Requested Pickup Date	Requested Latest Pickup Date	Short Fuse	Shipment Type	Rate Type	Channel	Code Of Service	Awarded TSP
Offer Timeout	Award	View/Edit	Doe, Jane	XXX-XX-2345	012-1992	2012-04-02	2012-04-02		No	HHG	STANDARD	US4964400 To REGION 9 (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont)	2	AAAS
Transportation Service Provider (TSP) Selection		View/Edit	Marine, Josie	XXX-XX-9514	6675 Defect Testing	2012-02-16	2012-02-16		No	HHG	STANDARD	US4964400 To REGION 2 (California, Nevada)	D	
Offer Timeout		View/Edit	Marine, Josie	XXX-XX-9514	Pre Req 1	2012-02-10	2012-02-10		No	UB	STANDARD	US4964400 To BE	8	
Transportation Service Provider (TSP) Selection		View/Edit	Marine, Ghost	XXX-XX-4823	Mary Test 3	2012-02-06	2012-02-08		No	HHG	STANDARD	US49 To GE	4	
Offer Timeout		View/Edit	Hozier, Daren	XXX-XX-0563	P3_UB_1001	2011-12-18	2011-12-18	2011-12-18	No	UB	STANDARD	US49 To US89	8	
Offer Timeout		View/Edit	Marine, Ghost	XXX-XX-4823	Defect 3499	2011-10-20	2011-10-24		No	HHG	STANDARD	US4964400 To REGION 9 (Connecticut,	D	

The Status value is presented on the Award Shipments page in the Shipment Management module.

Shipment Reweighs

Enter the BL Number, Orders Number, Customer Last Name or Customer SSN below to find the shipment you wish to work on. Searches are automatically done with wildcard.

BL Number:

Orders Number:

Customer LName: army

Customer SSN:

Search

Search Results

Status	Request Reweigh	Enter Reweigh	View/Edit Shipment	Net Weight	BL/GBL	TSP	Shipment Type	Channel	Code Of Service	Customer Name	Customer SSN	Orders Number
In Storage-in-Transit (SIT) at Origin	Request Reweigh	Enter Reweigh	View/Edit	0	BGAC0000105	AIGP	HHG	US25 To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas)	D	Army, Bill	XXX-XX-4399	VLA0001
Transportation Service Provider (TSP) Selection	Request Reweigh	Enter Reweigh	View/Edit	0			HHG	US25 To REGION 6 (Arkansas, Louisiana, Oklahoma, Texas)	D	Army, Bill	XXX-XX-4399	HDT0001
Diverted		Enter Reweigh	View/Edit	0	AGFM0000067	AIGP	HHG	US14 To REGION 13 (Florida)	D	Army, Jon	XXX-XX-5568	AGFM_CLPK(1)
Transportation Service Provider (TSP) Selection	Request Reweigh	Enter Reweigh	View/Edit	0			HHG	JA03 To US74	T	Army, Jon	XXX-XX-5568	QEFL_KKFA
Transportation Service Provider (TSP) Selection	Request Reweigh	Enter Reweigh	View/Edit	0			HHG	JA03 To US74	T	Army, Jon	XXX-XX-5568	Japan_CO
Personally Procured Move (PPM) Awaiting			View/Edit	0			PPM	GE To JA01	T	Army, Jon	XXX-XX-5568	JP_CO

The Status value is presented on the Shipment Reweighs page in the Shipment Management module.

Pullback Shipments

Displaying search results for the search criteria: CustomerLastName=doe

Status	Pullback and Reaward	Pullback and Cancel	BL/GBL	TSP	Customer Name	Customer SSN	Orders Number
Offer Timeout			AGFM0002222	AADJ	Doe, John	XXX-XX-3657	TRNG-MM01
Cancelled			AGFM0000123		Doe, John	XXX-XX-3657	TRNG-MM01
Delivered Complete			AGFM0000121	AAAA	Doe, John	XXX-XX-3657	TRNG-MM01
Offer Timeout				AAFD	BLUEBARK Doe, John	XXX-XX-3657	0199112
In Storage-in-Transit (SIT) at Destination			AGFM0000122	AAAA	Doe, John	XXX-XX-3657	TRNG-MM01
Intransit			CLPK0000046	AAAA	Doe, Jane	XXX-XX-2345	012-1992
Offer Timeout				AAAS	Doe, Jane	XXX-XX-2345	012-1992
Send to the Transportation Operational Personal Property Standard System (TOPS)					Doe, Jane	XXX-XX-2345	030969-123
Reviewed by Counselor and Approved to go to Route/Book					Doe, Jane	XXX-XX-2345	030969-123
Reviewed by Counselor and Approved to go to Route/Book					Doe, Jane	XXX-XX-2345	0192-928
Send to the Transportation Operational Personal Property Standard System (TOPS)					Doe, Jane	XXX-XX-2345	505-1234
Reviewed by Counselor and Approved to go to Route/Book					Doe, Jane	XXX-XX-2345	0192-124
Reviewed by Counselor and Approved to go to Route/Book					Doe, Jane	XXX-XX-2345	012-1992
Delivered Complete					Doe, John	XXX-XX-3657	TRNG-PPM-ACR
Delivered Complete					Doe, John	XXX-XX-3657	TRNG-PPM-INC
Cancelled					Doe, John	XXX-XX-3657	TRNG-PPM-ACR

The Status value is presented on the Pullback Shipments page in the Shipment Management module.

Customer Shipments Main Page

Shipments List

Current Status	View/Edit Shipment Info	Excess Cost	Enter Delivery Request	Request Reweigh	Shipment Net Weight	BL Number	Orders Number	TSP	Shipment Pickup/Delivery	Shipment Type	Actual Pickup Date	Scheduled Delivery Date
Offer Timeout	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		klk1299d	AVAS	US14 To REGION 13 (Florida)	dHHG		
Delivered Complete	View Shipment Info				4000	CLPK0000005	Claimtest1	AIGP	US49 To REGION 9 (Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont)	dHHG	2011-01-13	
Offer Timeout	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		Retest 6417	AAAS	US49 To REGION 14 (Alaska (Alaska is a domestic destination for some shipments))	dHHG		
Offer Timeout	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		klk 1299b	ARWM	US14 To REGION 13 (Florida)	dHHG		
Transportation Service Provider (TSP) Selection	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		klk02may		US14 To REGION 2 (California, Nevada)	dHHG		
Intransit	View/Edit Shipment Info		Delivery Request	Request Reweigh	1000	AGFM0000411	klk3186	AAAA	US14 To REGION 13 (Florida)	dHHG	2011-04-14	
Offer Timeout	View/Edit Shipment Info		Delivery Request	Request Reweigh	0		klk1299c	AOOK	US14 To REGION 13 (Florida)	dHHG		

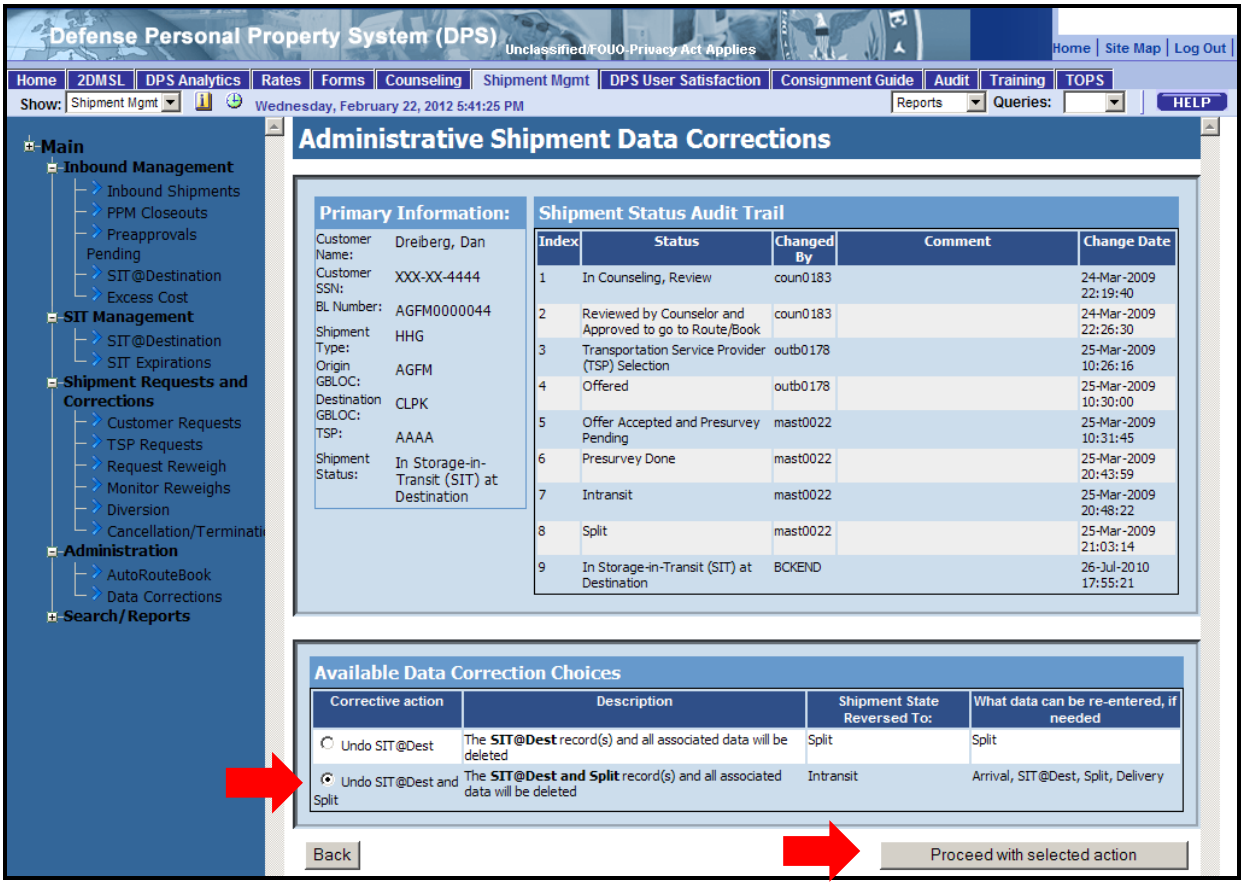
The Status value is presented on the Customer Shipments page in the Self-Counseling module.

SPR 6611 – Cannot reverse split shipment status

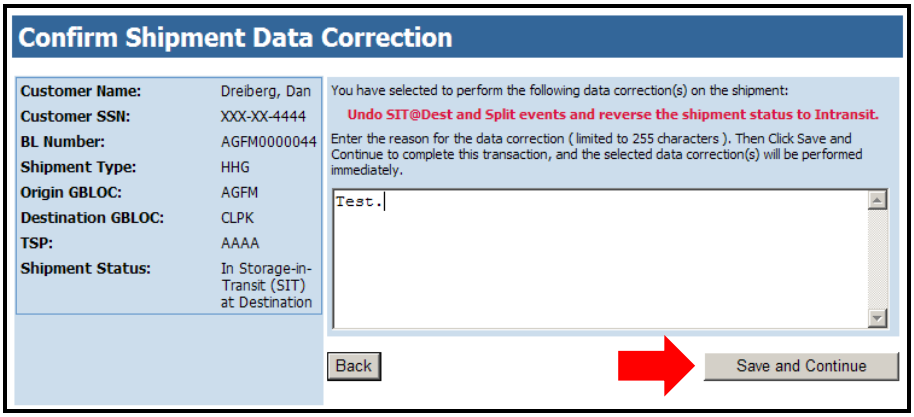
Users: PPSO Users

Prior to this SPR, after performing a data correction on a split shipment in SIT, even after reversing to Intransit, certain aspects of the previous status were not removed (shipment or split showed as being in SIT at destination). This SPR corrects this so that shipments which undergo data correction as mentioned above will not have incorrect status information attached to them.

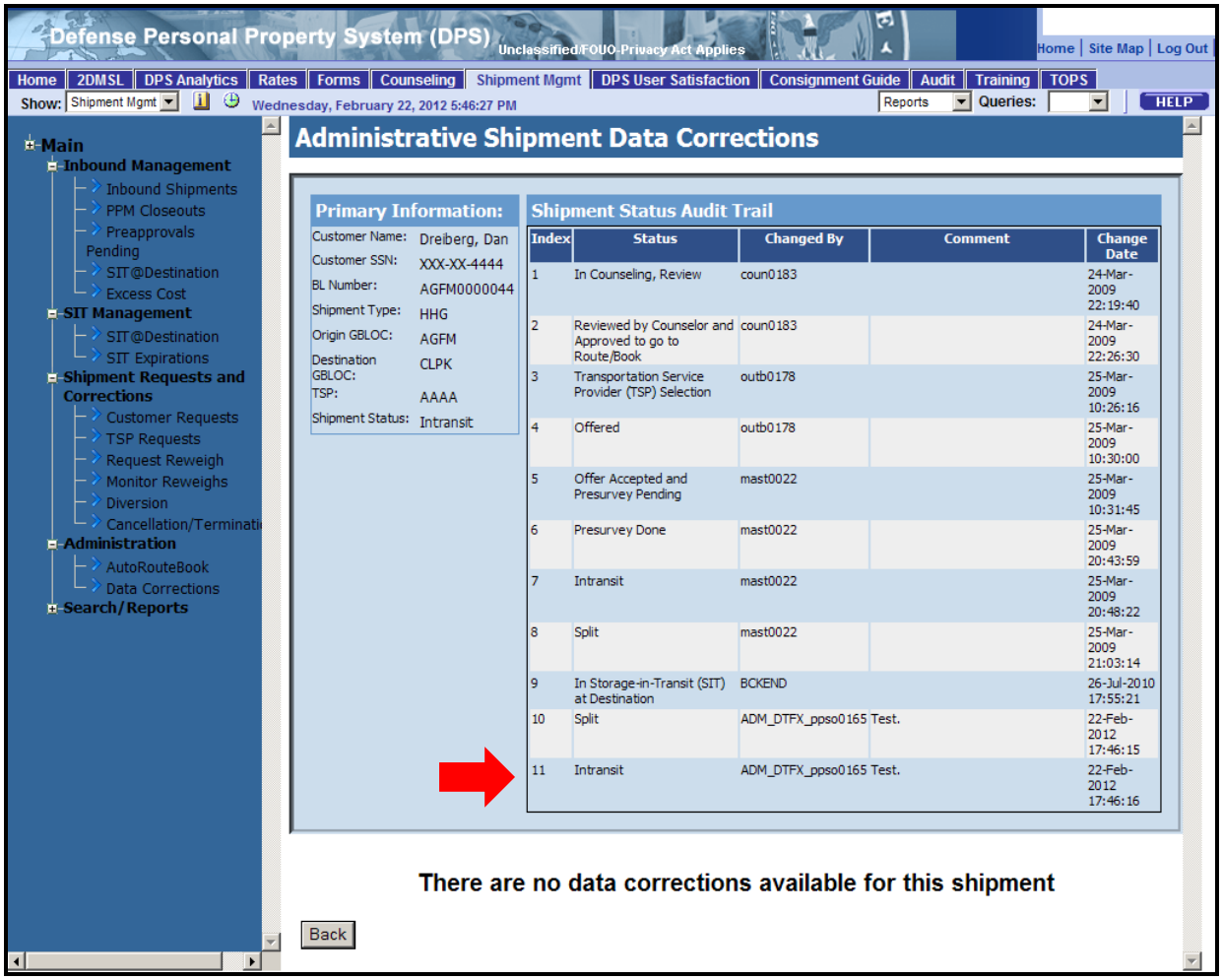
In the image below we see a split shipment in SIT at destination.



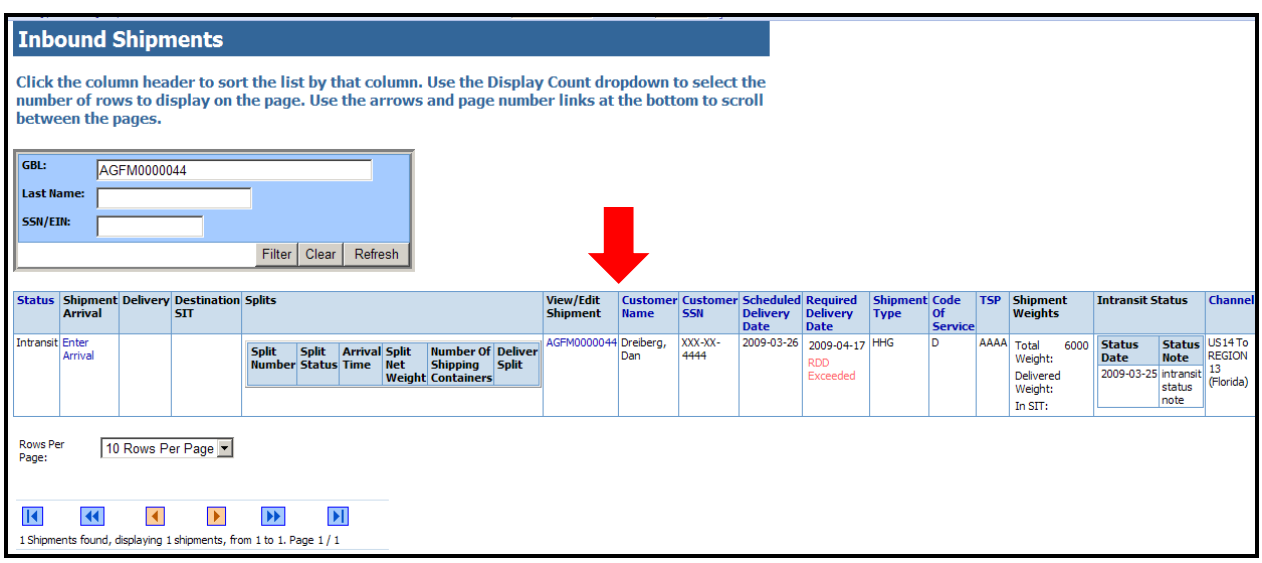
After selecting **Undo SIT@Dest and Split** and clicking the Proceed with selected action button, we see the confirmation screen below.



After entering a remark, and clicking the Save and Continue button, we can see that the shipment is reversed to "Intransit" status on the Administrative Shipment Data Corrections page.



After going to the Inbound Shipments queue, and filtering for our GBL, we see in the image below that this shipment no longer retains SIT information from its previous SIT at destination.



SPR 6736 – (HDT 1-29092674) – DPS code is not considering the breakpoint C.W.T

Users: TSP Master, TSP Billing Representative, SDDC Managers, SDDC QA, SDDC Electronic Billing, PPSO Transportation Officer, PPSO Electronic Billing, Service Headquarters, Service Excess Cost Adjudicator, GSA

SPR 6736 was defined to address an invoice error that occurred when one or more item codes associated with a shipment has a defined break point weight.

Break Point Weight: When the weight value for an item code reaches a point where it is less expensive to bill for the minimum weight defined for the next higher weight range, which has a lower rate, it has reached the "breakpoint" and the actual weight is overridden with the minimum weight for the next higher weight range. Below we have excerpted a sample breakpoint table from the International Tender:

PICKUP OR DELIVERY TRANSPORTATION RATE SCHEDULES:				RATES (520A)
	WEIGHT RANGE		BREAK POINT WT (lbs)	
SCHEDULES A:	500	999	588	$21.57
	1000	1999	1,685	12.67
	2000	3999	3,413	10.68
	4000		and Over	9.11
SCHEDULES B:	500	999	559	$24.36
	1000	1999	1,681	$13.61
	2000	3999	3,513	$11.43
	4000		and Over	$10.04

DPS was not taking the break point weight condition into account when calculating costs and using the actual weight instead, which caused additional costs for the government. Changes introduced in the 1.4.09 release correct the error in calculation, and DPS will use break point conditions to generate correct billing amounts.

Example: A shipment has charges for an item code with a break point weight condition. The shipment weight is 1700 lbs. The item code has a break point defined for 1,685 lbs. Because the shipment weight is more than 1,685 pounds, the minimum weight defined for the next highest weight range is multiplied by the lower rate defined for that range. Example:

Item Code (Schedule A)
Weight Range 1 (1000-1999 lbs) – Rate = $12.67 **Break Point** = 1,685 lbs
Weight Range 2 (2000-3999 lbs) – Rate = $10.68

Shipment Weight = 1700 lbs

Item Code Costing Totals
Actual Weight: 1700 * $12.67 = $21,539.00 Break Point Weight: 2000 * $10.68 = $18,156.00

The Break Point total offers a lower cost to the government, and will be used.

DPS will now apply break point conditions if any item code has a defined break point, and will not apply the break point to item codes that have no defined condition. Other than correcting the calculation of costs, this SPR did not introduce any changes to the user interface.

SPR 6391 – Telephone Surveyor Slowness

Users: SDDC Telephone Surveyor

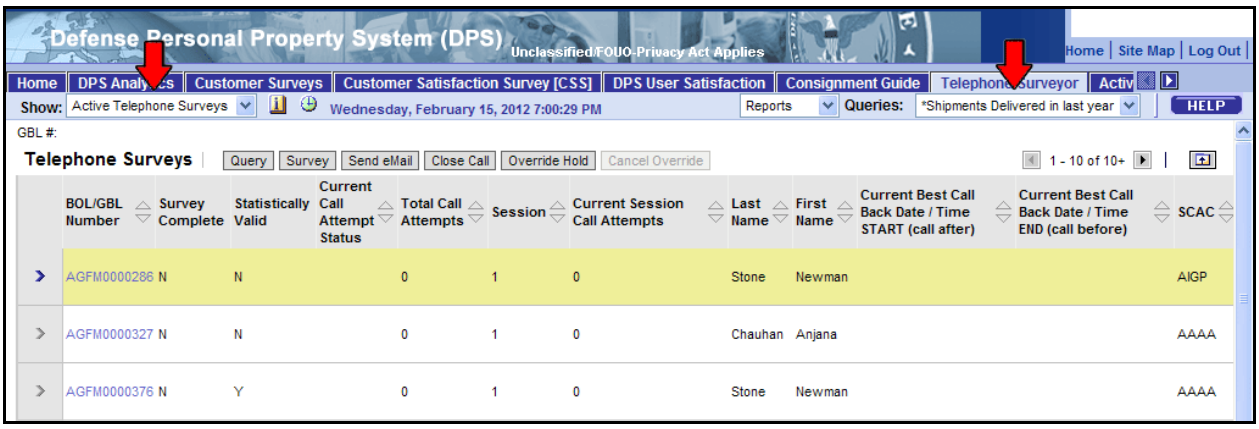
Prior to release 1.4.09, it was reported that delivered shipments were not appearing in the Telephone Surveyor queue timely. This impacted the overall performance of the Telephone Surveyor Module. To improve the performance Siebel scripts (that run in the background) were "tuned" to reduce lag times.

As Telephone Surveyors update the status of surveys and enter data, they will note that their updates appear in less time and shipments placed in a delivered status will appear in their queue with less delay.

SPR 6466 (HDT 1-20407701) – Telephone Surveyor Default Screen

Users: SDDC Telephone Surveyor

To support the Telephone Surveyor users, the default settings applied to the Telephone Surveys page in the Telephone Surveyor Module were modified to present shipments delivered in the last year. Prior to the 1.4.09 release, the default for the Queries setting was "default" and the Telephone Surveyor had to take an extra step to view shipments delivered in the last year (i.e., those eligible for contact).



The default value for the Show option is set to Active Telephone Surveys (no change), and the page presents query results for Shipments Delivered in last year by default when the page is opened.

SPR 6366 – DPS Analytics Shipment Count Inaccurate

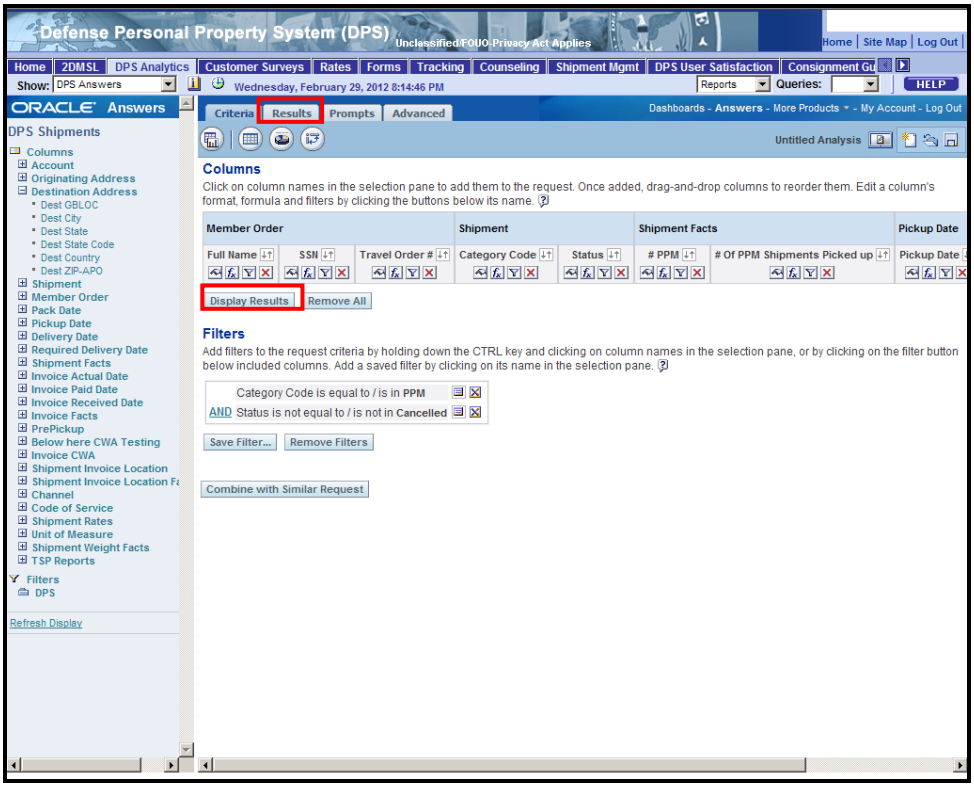
Users: All Analytics Users with the ability to see Shipment Counts

Previous to this fix, the shipment counts presented in the DPS Answers portion of DPS Analytics did not reliably present the correct number of shipments. This has been corrected under SPR 6366.

We'll begin by building a report so that we can record how many shipments are reported for a given user and shipment type. The report is created in DPS Analytics, in the DPS Answers area, under DPS Shipments, and includes the following data elements:

Category	Data Elements
Member Order	Full Name SSN Travel Order
Shipment	Category Code (Filter: is equal to / is in PPM) Status (Filter: is not equal to / is not in Cancelled)
Shipment Facts	# PPM # Of PPM Shipments Picked up
Pickup Date	Pickup Date
Originating Address	Orig GBLOC
Destination Address	Dest GBLOC

With the data elements selected, the page will look like this:

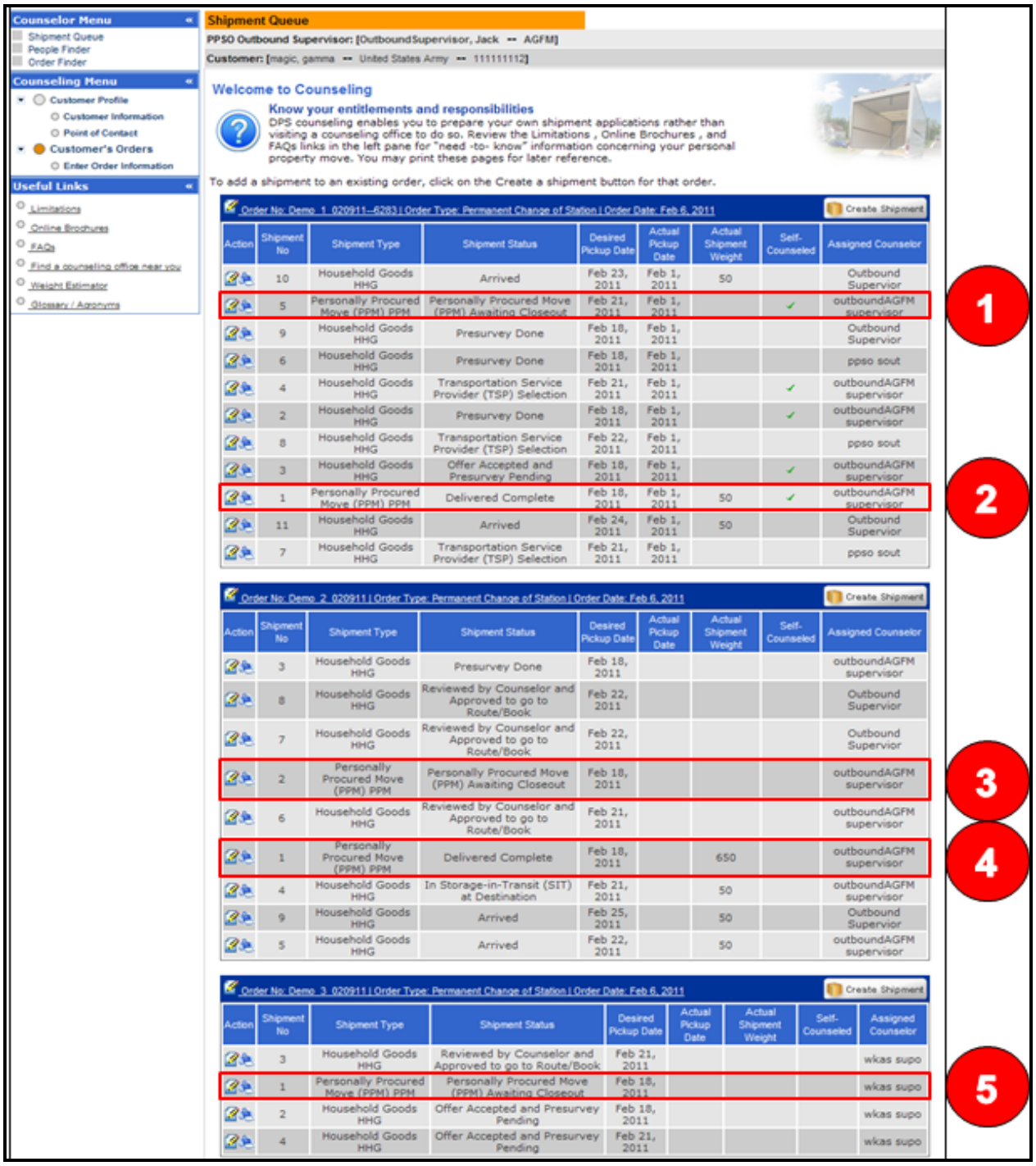


After all the data elements have been selected, click the **Results** tab or the Display Results button, as shown in the image above. When the results have been displayed, choose a name and count how many PPM shipments are listed. In our example, we've chosen someone named Gamma Magic. As we can see in the image below, they have five PPM shipments reported in Analytics.

DPS Smart Book Version 27

		Demo_1_020911--6283	PPM	Delivered Complete	1	1	2/2/2011	AGFM	CLPK
				Personally Procured Move (PPM) Awaiting Closeout	1	0		AGFM	CLPK
magic, gamma	XXX-XX-1112			Delivered Complete	1	1	7/28/2011	AGFM	WKAS
		Demo_2_020911	PPM	Personally Procured Move (PPM) Awaiting Closeout	1	0		AGFM	WKAS
		Demo_3_020911	PPM	Personally Procured Move (PPM) Awaiting Closeout	1	0		WKAS	AGFM

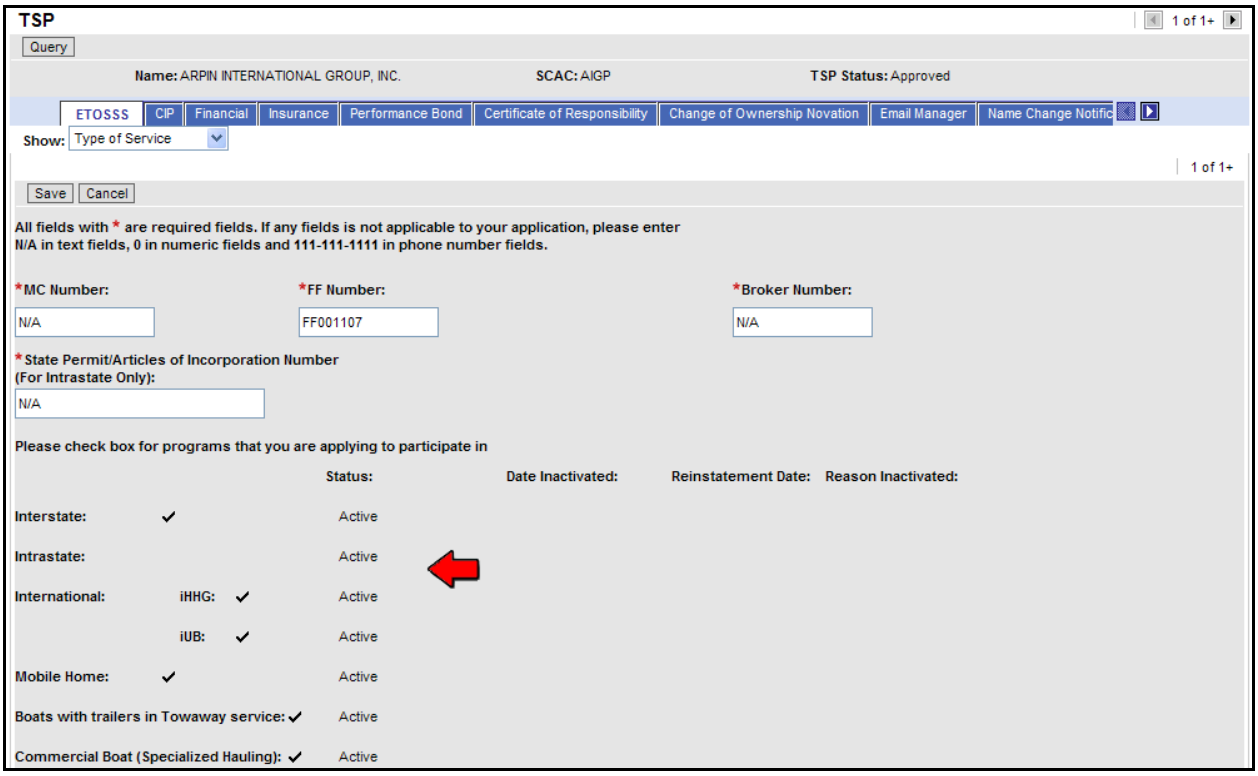
Next, we need to verify that five shipments are correct. To do this we'll go to Counseling, look up the service member named Gamma Magic, view the customer's orders, and count the number of PPM shipments. As we can see in the image below, there are five PPM's for this service member.



SPR 6585 (HDT 1-24432261) – TSP Can Obtain Market Approvals During Closed Season

Users: TSP Master, SDDC Qualifications

To prevent TSP users from accessing or receiving market approvals outside of a defined open season, DPS was modified in the 1.4.09 release to present service type indicators in the Qualification Forms module in read-only format except during a defined open season.



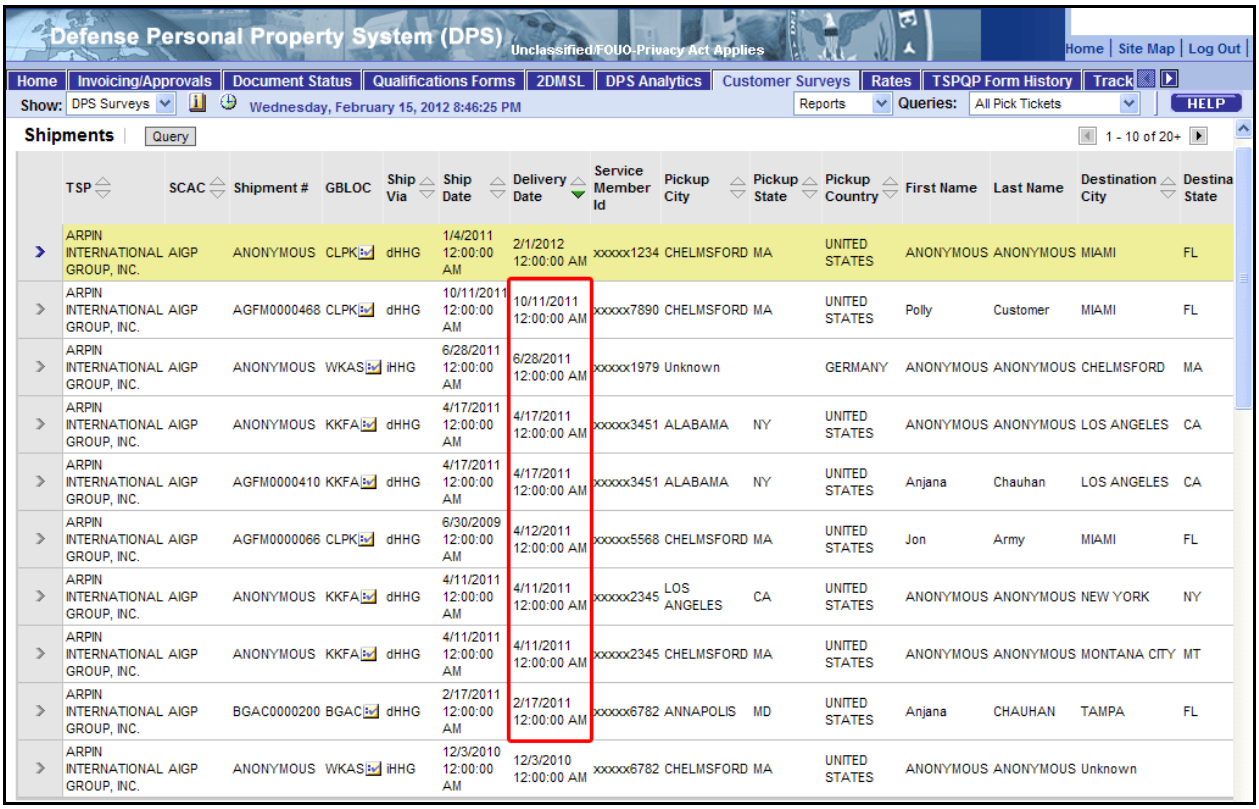
If a user selects the Edit function on the ETOSSS page, they may update the MC, FF, and Broker numbers, and the entry for a State Permit/Articles of Incorporation Number, but may not modify the checkboxes used to indicate the programs they wish to participate in.

SPR 6455 (HDT 1-21490439) – TSP Problems with Surveys

Users: TSP Master

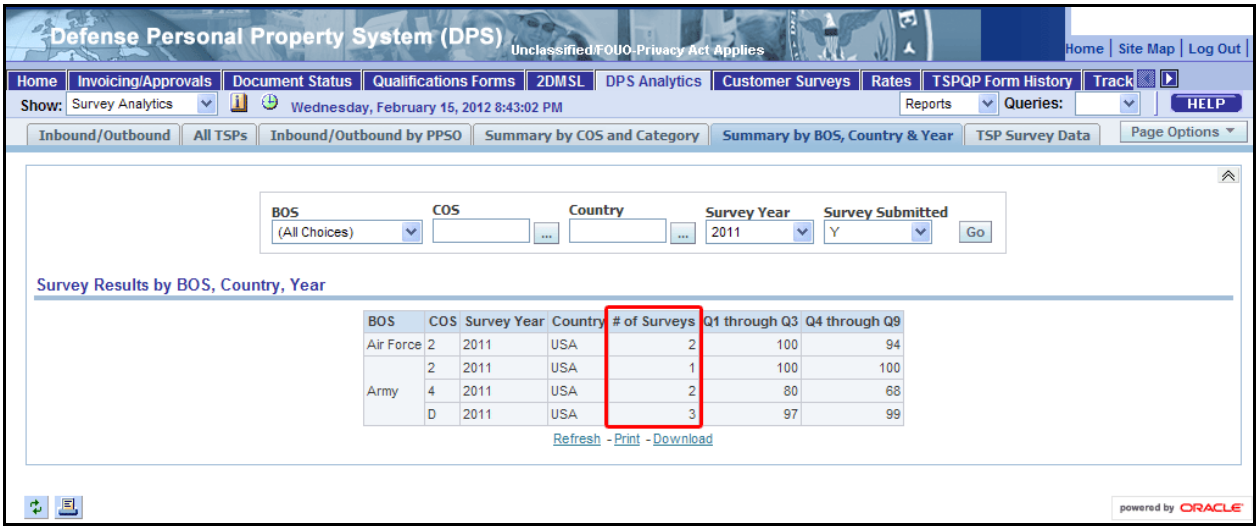
TSP users reported a discrepancy between the number of Customer Satisfaction Surveys listed in the Customer Surveys tab and the number identified in the DPS Analytics module. To clarify the intent of the Analytic reports, a new column, "Survey Submitted," was added to differentiate submitted surveys from those distributed but not yet completed by the customer.

For example, if a user opens the Customer Surveys tab and identifies all surveys from a calendar year (2011), they can identify how many were completed:



TSP	SCAC	Shipment #	GBLOC	Ship Via	Ship Date	Delivery Date	Service Member Id	Pickup City	Pickup State	Pickup Country	First Name	Last Name	Destination City	Destina State
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	CLPK	dHHG	1/4/2011 12:00:00 AM	2/1/2012 12:00:00 AM	xxxxx1234	CHELMSFORD	MA	UNITED STATES	ANONYMOUS	ANONYMOUS	MIAMI	FL
ARPIN INTERNATIONAL GROUP, INC.	AIGP	AGFM0000468	CLPK	dHHG	10/11/2011 12:00:00 AM	10/11/2011 12:00:00 AM	xxxxx7890	CHELMSFORD	MA	UNITED STATES	Polly	Customer	MIAMI	FL
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	WKAS	iHHG	6/28/2011 12:00:00 AM	6/28/2011 12:00:00 AM	xxxxx1979	Unknown		GERMANY	ANONYMOUS	ANONYMOUS	CHELMSFORD	MA
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	KKFA	dHHG	4/17/2011 12:00:00 AM	4/17/2011 12:00:00 AM	xxxxx3451	ALABAMA	NY	UNITED STATES	ANONYMOUS	ANONYMOUS	LOS ANGELES	CA
ARPIN INTERNATIONAL GROUP, INC.	AIGP	AGFM0000410	KKFA	dHHG	4/17/2011 12:00:00 AM	4/17/2011 12:00:00 AM	xxxxx3451	ALABAMA	NY	UNITED STATES	Anjana	Chauhan	LOS ANGELES	CA
ARPIN INTERNATIONAL GROUP, INC.	AIGP	AGFM0000066	CLPK	dHHG	6/30/2009 12:00:00 AM	4/12/2011 12:00:00 AM	xxxxx5568	CHELMSFORD	MA	UNITED STATES	Jon	Army	MIAMI	FL
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	KKFA	dHHG	4/11/2011 12:00:00 AM	4/11/2011 12:00:00 AM	xxxxx2345	LOS ANGELES	CA	UNITED STATES	ANONYMOUS	ANONYMOUS	NEW YORK	NY
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	KKFA	dHHG	4/11/2011 12:00:00 AM	4/11/2011 12:00:00 AM	xxxxx2345	CHELMSFORD	MA	UNITED STATES	ANONYMOUS	ANONYMOUS	MONTANA CITY	MT
ARPIN INTERNATIONAL GROUP, INC.	AIGP	BGAC0000200	BGAC	dHHG	2/17/2011 12:00:00 AM	2/17/2011 12:00:00 AM	xxxxx6782	ANNAPOLIS	MD	UNITED STATES	Anjana	CHAUHAN	TAMPA	FL
ARPIN INTERNATIONAL GROUP, INC.	AIGP	ANONYMOUS	WKAS	iHHG	12/3/2010 12:00:00 AM	12/3/2010 12:00:00 AM	xxxxx6782	CHELMSFORD	MA	UNITED STATES	ANONYMOUS	ANONYMOUS	Unknown	

In the example above, eight shipments were delivered in 2011. In the DPS Analytics module, in the Survey Analytics reports, we find the number of surveys submitted listed (a total of eight).

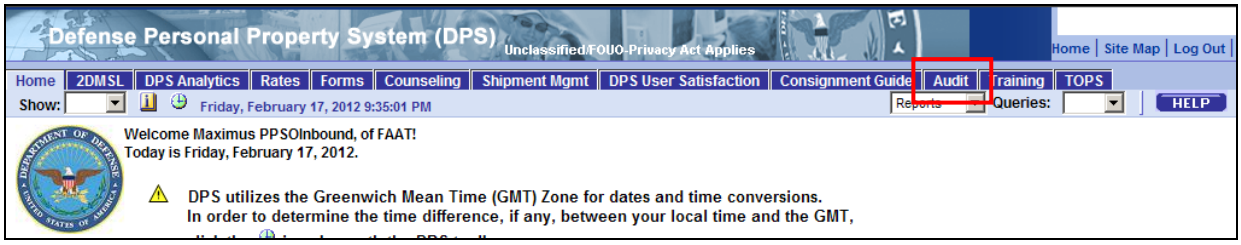


The number of surveys submitted now matches the number listed in Customer Surveys.

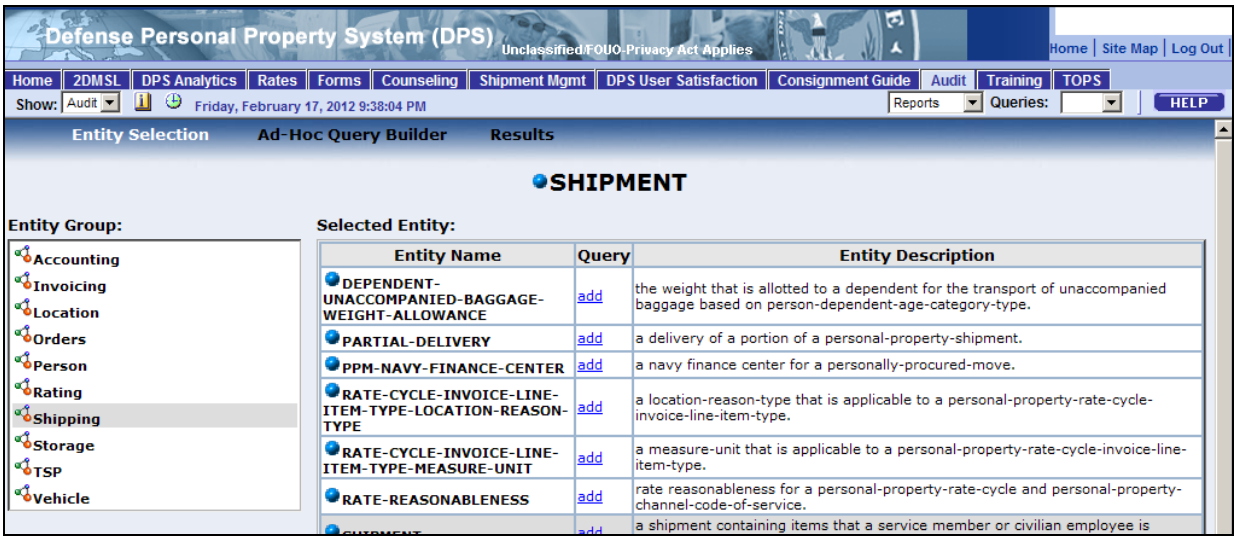
SPR 6599 (HDT 1-24942905) – PPSO Inbound user does not have Audit Tab

Users: PPSO Outbound Supervisor and Inbound

Prior to release 1.4.09, the Audit Module in DPS was not available to PPSO Inbound Users as per the DPS User Role matrix. Now upon accessing DPS, the Audit Tab is displayed on the DPS Homepage and the PPSO Inbound users can access the Audit Module and perform functions as per the User Role matrix.



Clicking the Audit tab displays the Entity Selection screen, with Shipment selected, as shown below.

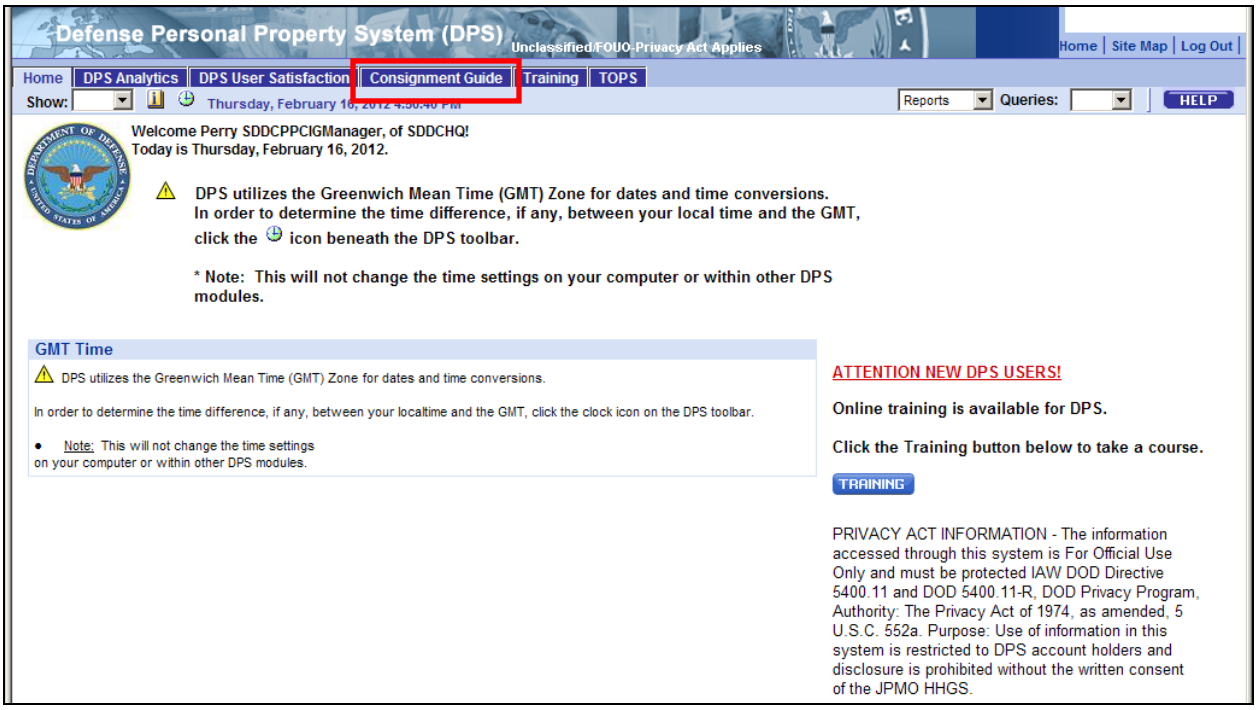


SPR 6740 – An unhandled error is thrown when selecting the Counseling Office Tab

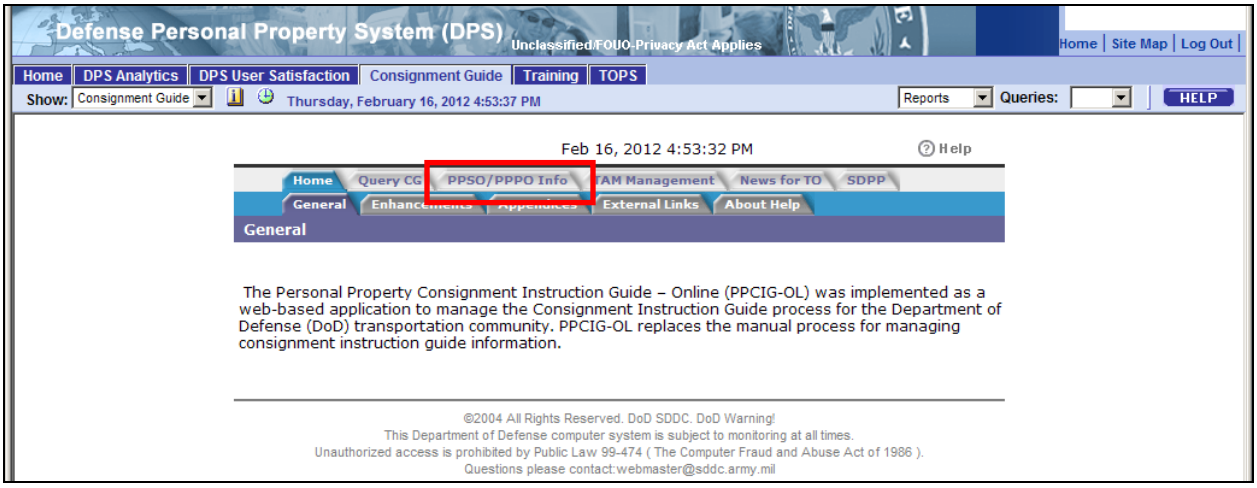
Users: SDDC PPCIG Manager

Prior to this SPR, AGFM was unable to access their counseling offices, add new offices, or edit office information.

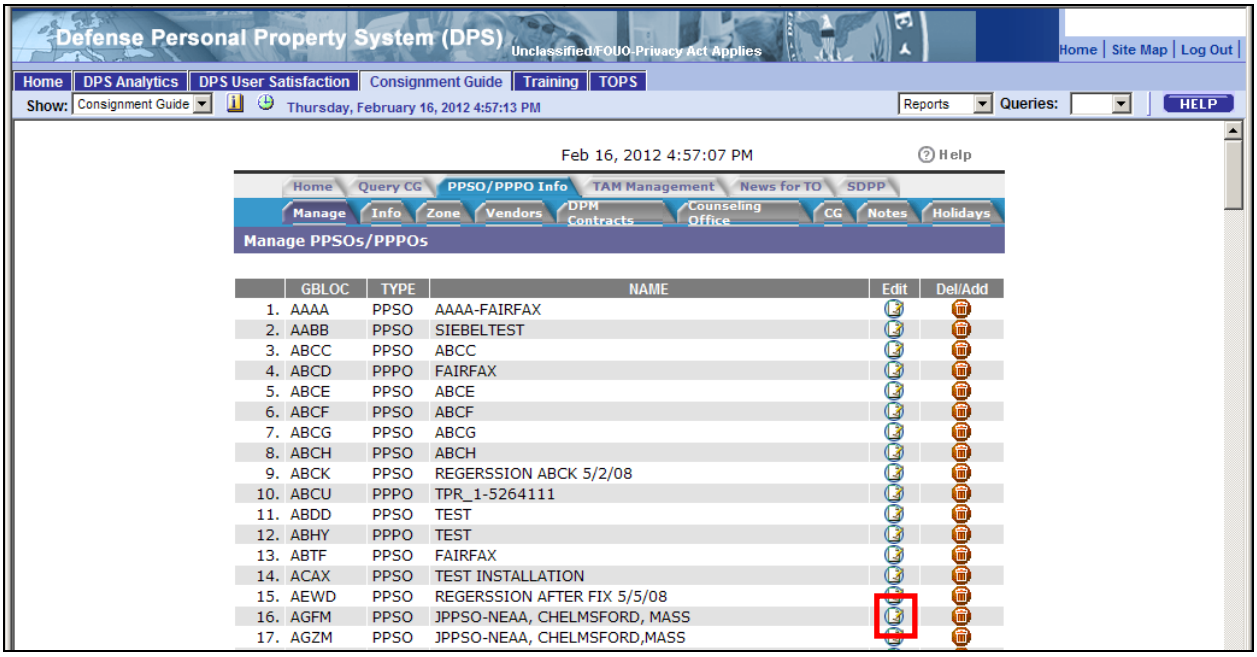
Login as SDDC PPCIG Manager.



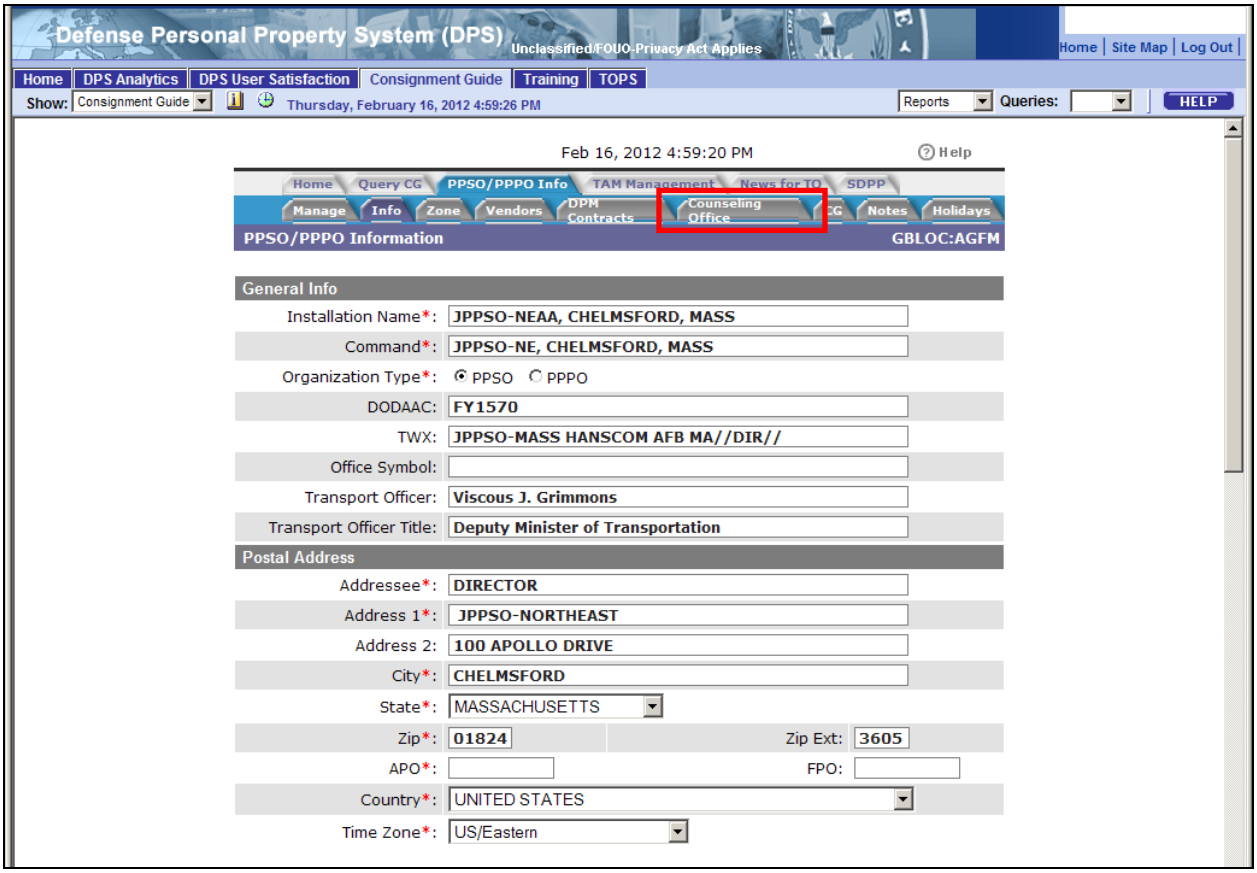
Click the **Consignment Guide** tab.



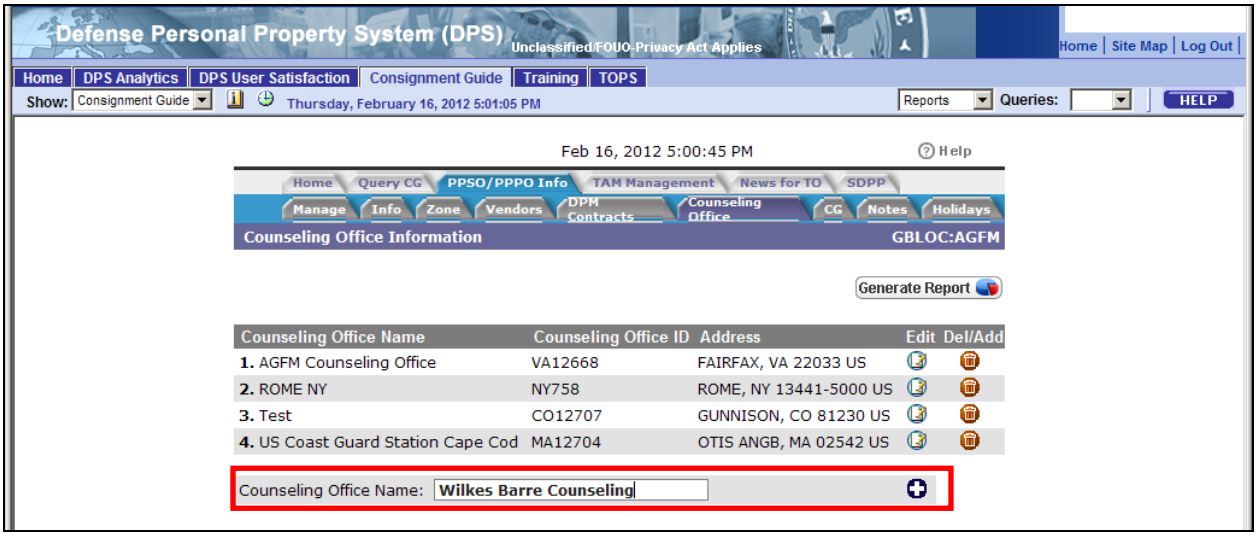
Click the **PPSO/PPPO Info** tab.



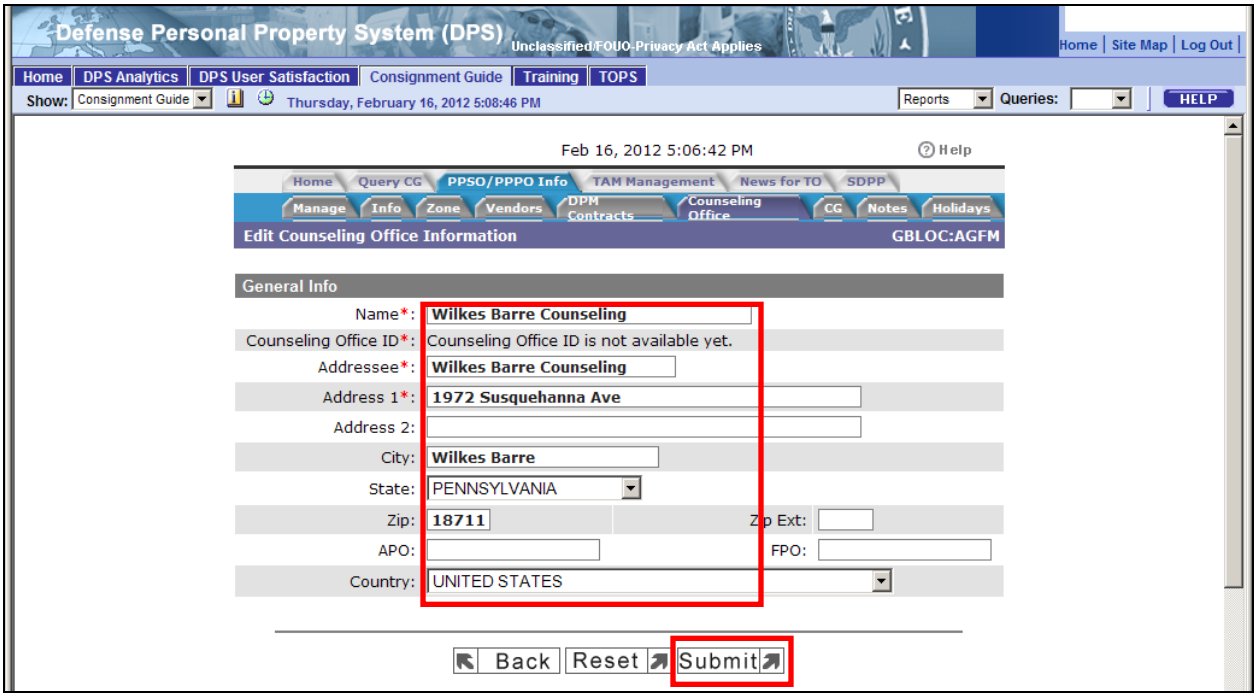
Click the Edit button for AGFM



Click the **Counseling Office** tab. Note that we have accessed the list of counseling offices. Enter a new counseling office in the field and click the Add button. In this example we entered "Wilkes Barre Counseling."

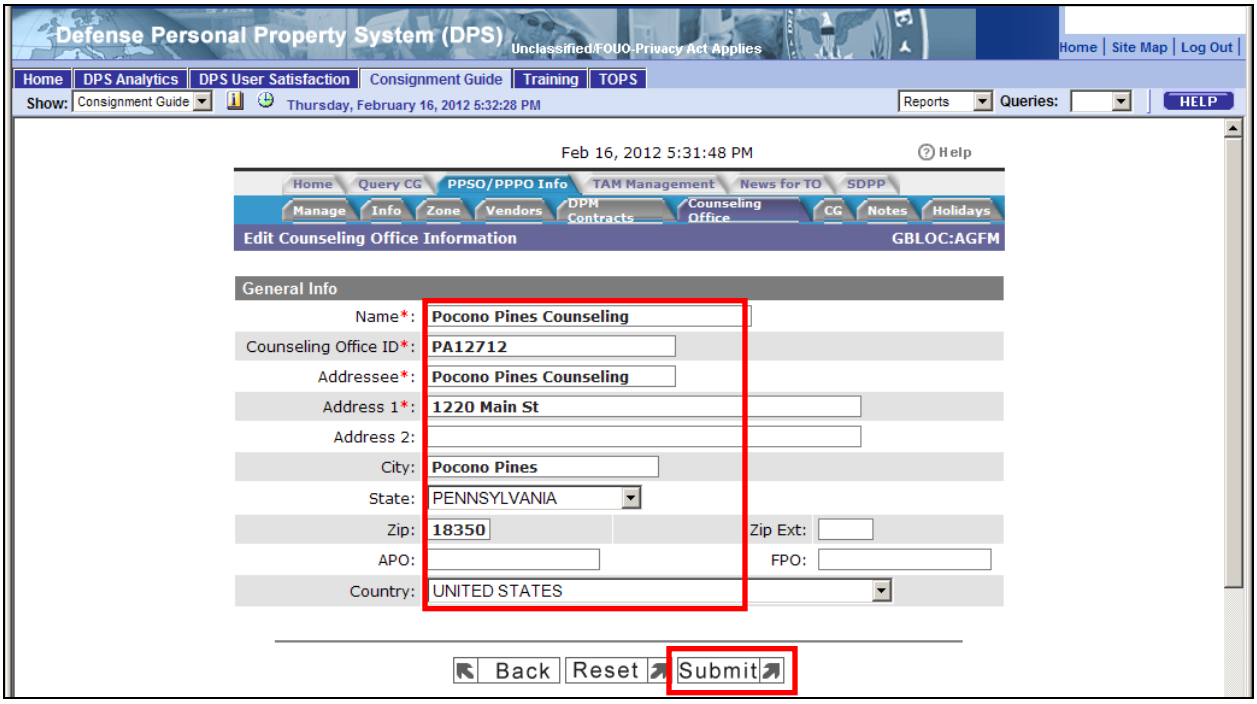


Fill out form and click **Submit**. In this example we have entered data for an office in Wilkes Barre, PA.

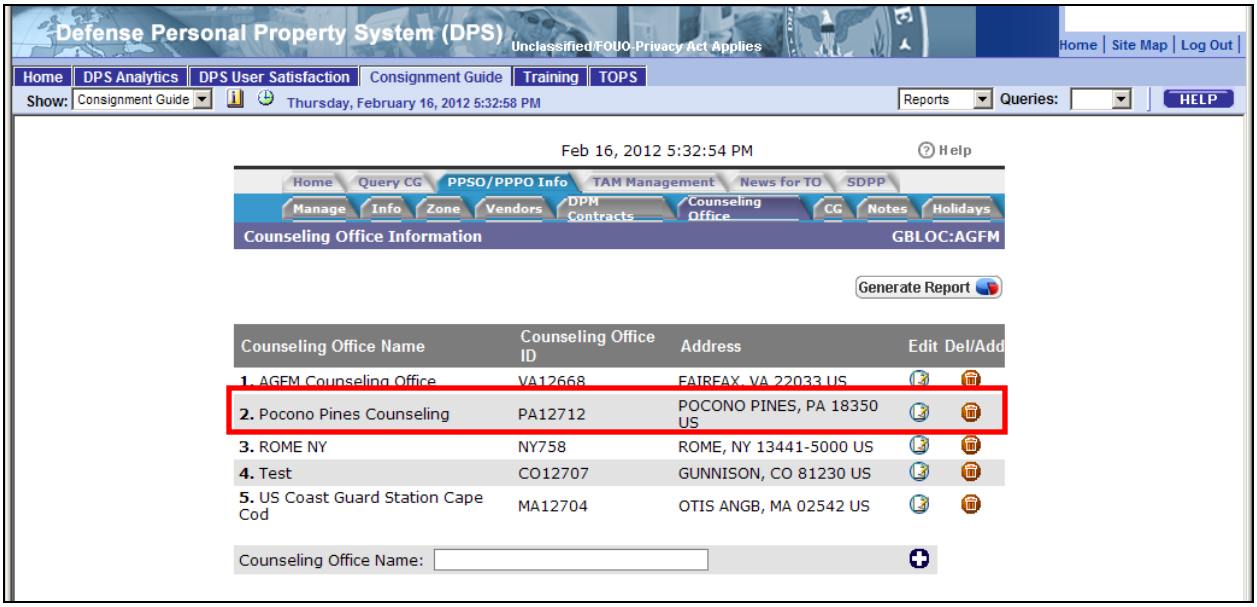


Note that the new counseling office is added to the list.

Click the **Edit** icon next to the Wilkes Barre Counseling office.



Make changes to the office information. In this example we have changed the Name, Addressee, Address 1, City, and Zip fields as shown. Click **Submit**.



Note that the changes were saved.

SPR 6589 – Technical errors in ie_style.css (Java Pages, mostly Shipment Management)

Users: All users with access to Java-originating pages.

Several DPS pages were failing to call the appropriate.CSS file (Cascading Style Sheet). Errors generated by this failure resulted in some variation of a mal-formed page. Issues were noted on some pages in the Shipment Management and Invoicing and Approvals modules. The issue was resolved as a result of code fix via this SPR. Verification that the affected pages were actually calling the .CSS file was confirmed during testing while logged in as various users, navigating through pages in DPS, and clicking on various functional links.

End of 1.4.09 Maintenance Release Information

This Page Not Used